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| Aarogya Setu App

| Service+ePass

| Integrated Core
Covid-19 Management
Framework

| VPN Services

| RT-PCR App

| Video Conferencing

| Warrior States

Special ISSUE

NIC's Digital Initiatives for

Covid-19

containment



Informatics

Volume 29 No.1, JULY 2020

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सत्यमेव जयते

Ministry of Electronics
& Information Technology
Government of India



Ravi Shankar Prasad
Hon'ble Union Minister

MESSAGE

The outbreak of Coronavirus has been declared a public health emergency and the virus has now spread across many countries. India is also not untouched by the outbreak of this pandemic. It has led to an unprecedented challenge for the Central and State Governments to contain the virus.

Government of India along with various State Governments, has undertaken numerous measures to mitigate the risk including building and augmenting required healthcare infrastructure, early identification of infected patients and their contacts, proactive contact tracing and surveillance etc. There has been a need to build and implement a holistic strategy aided by timely information, data and systems.

This could become possible due to dedication of COVID Warriors and by strategically utilising the cutting-edge technologies. National Informatics Centre (NIC) has undertaken significant steps to support the government through its range of ICT solutions and infrastructure capability in monitoring and management of COVID pandemic. Through these technology-enabled services, NIC has successfully created an ecosystem which is supporting the government agencies at all levels in combating the COVID pandemic.

I am happy that, in this challenging time, NIC has substantially proved its strength of being a pioneer ICT organisation by implementing various ICT initiatives and supporting the government in effectively rendering citizen-centric services. I convey my best wishes to NIC in this journey.

- Ravi Shankar Prasad



सत्यमेव जयते

Ministry of Electronics
& Information Technology
Government of India



Dhotre Sanjay Shamrao
Hon'ble Minister of State

MESSAGE

Our Country, along with the entire world is currently facing with the menace of Covid-19. The Government of India with the support of State Governments and specialised institutions such as National Informatics Centre (NIC) is taking all necessary steps to deal with the challenge and threat posed by the growing pandemic.

I am extremely glad that NIC, with its core expertise and capacities to provide the ICT enabled services is playing an instrumental role in the Central and State government's fight against the spread of this deadly virus. Through their range of digital solutions like Covid-19 war rooms, Covid-19 Data hub, Public Fund Management System (PFMS), video conferencing, and SMS / eMail services, NIC is supporting the Central and State governments substantially in these challenging times. Various state level services backed by the teams of NIC at the State and District centres are supporting the government with the best of ICT capabilities to ensure seamless connectivity and rolling out of essential services to the citizens.

I take this opportunity to convey my hearty congratulations to National Informatics Centre for its endeavour to work tirelessly and support in this crucial phase, not only to the Government and its agencies but also for the benefits of our citizens. I wish the very best for all their future endeavours in successfully rendering services for the welfare of our nation.

- Sanjay Dhotre



सत्यमेव जयते

Ministry of Electronics
& Information Technology
Government of India



Ajay Sawhney, IAS
Secretary

MESSAGE

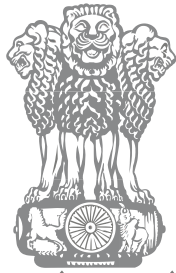
As per the saying, “In the middle of a difficulty, lies opportunity.” Time and again, this have been proved and has again been proved by the rapid emergence of innovative technology solutions across the country, as a response to the covid-19 outbreak. It is evident that technology and data is playing an imperative role in mitigating the Covid-19 pandemic menace.

During the time, when all the government machinery is at one platform fighting with the deadly virus, NIC is not untouched with this. NIC being the technology arm of Government, is catering to the ICT needs of all levels of governance and has also built several digital solutions, making the last-mile delivery of government services to the citizens a reality.

In this ongoing crisis, the organization is playing an instrumental role in providing ICT support and building several IT systems to help monitoring & management of different aspects of pandemic. In this endeavour, NIC has successfully created a digitally enabled ecosystem for the government which is providing substantial covid-19 data. They have designed and developed various applications in a short duration which is being used by all stakeholders involved in curbing the spread of Covid-19 pandemic such as labs, hospitals, police, concerned district and block level officers, Government of the States and Centre.

I appreciate National Informatics Centre for the commendable ICT support and solutions they provide to the various arms of the government and citizens during this challenging state of pandemic emergency. I am certain that they will continue to render its relentless support to strengthen the government in delivering citizen services.

- Ajay Sawhney



सत्यमेव जयते
National Informatics Centre
Ministry of Electronics & IT
Government of India



Dr. Neeta Verma
Director General

MESSAGE

Since the onset of COVID-19 pandemic around the country, we have experienced unprecedented challenges and situations that were never seen before. Last four months have been tough for each one of us in one way or the other. Even after so much of development, ways and means around us, we are witnessing such uncertain times. Throughout this situation, Technology has demonstrated its potential in addressing some of these challenges and devise novel solutions.

As technology partner of the government, NIC has provisioned IT driven solutions for Central & State governments. With a state-of-the-art infrastructure, we have established a number of digital platforms which cater to online delivery of wide variety of citizen services. During the pandemic, NIC has also developed number of new mobile applications to cater to the specific needs of different departments in centre as well as state. Our ICT infrastructure is also supporting the Department of Health & Family Welfare as well as ICMR in their pursuit to manage the pandemic through Testing, Treatment & Tracing. To ensure integration of various systems and secure exchange of Data among different IT systems of the Government, we have also established Central Data Hub. NIC's robust and scalable cloud infrastructure has supported many of the government platforms and services to function seamlessly during the COVID-19 period.

NIC is also supporting Government officers in Working From Home with platforms and services like eOffice, Video Conferencing, Messaging, and VPN Services. Integration of digital payments & direct benefit transfer in many government schemes has helped direct transfer of benefits to people in need. We could witness large scale adoption of such systems during the pandemic making services cashless, paperless & contact less. Through these digitally enabled systems, the need for citizens to visit government offices can be considerably eliminated.

Aarogya Setu app has proved to be an important instrument in our fight against Covid-19. It provides technology solution to data driven contact tracing and alert the citizens with their probable risk of Infection. This helps in preventing the spread of corona virus and keeps people safe. With over 150 million downloads, it is also the most downloaded government application in India as well as the most popular contact tracing app in the world.

It is commendable that, during this period, NIC teams across India, have been at their best in providing seamless support to the Central Government, State Government and District Administrations. I am hopeful that together we will be able to win the fight against the COVID-19 pandemic. I am also confident that NIC will continue to leverage its strengths to contribute substantially in shaping up a brighter future for the Nation.

- Dr. Neeta Verma

National Cloud NIC

Ensuring seamless & uninterrupted service during COVID19 crisis



COVID-19 pandemic has disrupted normal life and citizen services globally. The Indian IT landscape has not been left untouched by this global phenomenon and this has altered IT functioning. The novel coronavirus has accelerated the demand for applications and services which enable the Government, Employees and Industry to work seamlessly, remotely and efficiently under these changed circumstances. During this period, Information Technology has evolved as a major tool for the Government to facilitate management and monitoring of the rapidly-changing landscape, consequently leading to burgeoning demands for IT infrastructure.

NIC has been providing hosting services for various e-Governance Projects from its National Cloud under "GI Cloud" Cloud Initiative MeghRaj

of MeitY. NIC National Cloud services are being offered from multiple Data Centres of NIC at Delhi, Hyderabad, Pune and Bhubaneswar.

Several applications have been developed and implemented to facilitate and meet requirements of Prime Minister's Office, Ministries, Departments, State Governments and their subordinate organisations in their efforts in tackling COVID-19 situation. NIC Cloud Services enabled quick hosting of the Applications to tackle COVID-19 pandemic, for expeditious implementation of COVID-19 and related application, NIC had enhanced secured virtual private networks to facilitate applications owners i.e. Ministries/Departments and their subordinate organisations for onboarding, installation, configuration and hosting of these Applications from their respective locations.

COVID-19 Applications (Partial list)

- PM Dashboard for COVID-19 Status and updates
- RT-PCR App and Portal for COVID-19 testing
<https://covid19cc.nic.in/>
- ICMR COVID-19 Data Portal
<https://cvstatus.icmr.gov.in>
- COVID-19 Warriors Portal & MIS of MSME
<https://covidwarriors.gov.in/>
- National Migrant Information System portal
- COVID-19 Volunteers MIS of NIDM
- COVID-19 GIS Portal of NIDM
<https://gis-dm.ndma.gov.in/>
- Kisan Rath mobile app to facilitate smooth transportation of agricultural produce during the lockdown

In addition, several other portals and mobile applications were developed and hosted at Central and State level for management of COVID-19 pandemic:

- e-Pass to facilitate movement
- Management of Migration
- Management of Home Quarantine
- Management of Containment Zones
- Management of Hotspots
- Management of Surveys

NIC has also setup COVID-19 Data Hub/Lake for Analysis of COVID-19 Pandemic, Virus and to facilitate exchange of data between multiple sources.



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Aarogya Setu App

Aarogya Setu is a mobile application launched by the Government of India on 2nd April 2020, to aid the COVID-19 containment efforts of the Government. The App works based on contact tracing method and helps in identifying, monitoring and mitigating the spread of COVID-19 across the country

The Aarogya Setu App augments the COVID-19 containment initiatives of the Government in proactively reaching out to and informing the users of the app regarding risks, best practices and relevant advisories pertaining to the containment of COVID-19.

The App is currently being used by over 140 million users and has successfully predicted a large number of potential COVID-19 hotspots also, well before the actual COVID-19 outbreak started in many regions across India. Most of the predictions have come true and the advance prediction has helped the Government to plan and deliver necessary medical interventions to control the spread in a proactive manner. Aarogya Setu plays a crucial role in the overall COVID-19 containment efforts of India.

Key Features

- Automatic contact tracing using Bluetooth
- Self-Assessment test based on ICMR guidelines
- Updates, advisory and best practices related to COVID-19
- Integration with e-Pass
- Geo-location based COVID-19 statistics
- Nation-wide COVID-19 statistics
- Emergency COVID-19 Helpline contacts
- List of ICMR approved Labs with COVID-19 testing facilities
- Risk Status of User
- QR Code
- Support for over 12 Languages

e Pass



Aarogya Setu App

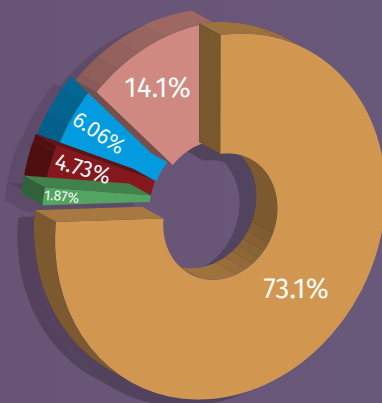


Dashboard Report and Modelling

Security Gate (Firewall, DDOS)

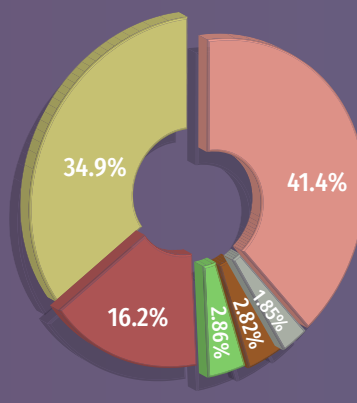


Technical A



Bluetooth Proximity Health Status

- Caution
- Quarantine
- Test
- Infected
- Recovered



Total Users by Status

- Unwell
- Quarantine (Travel)
- Healthy & Proximity (5-14) (Test)
- Healthy (Proximity+ 14 days)
- Quarantine (due to proximity) (Test)
- Unwell & Travel (Test)

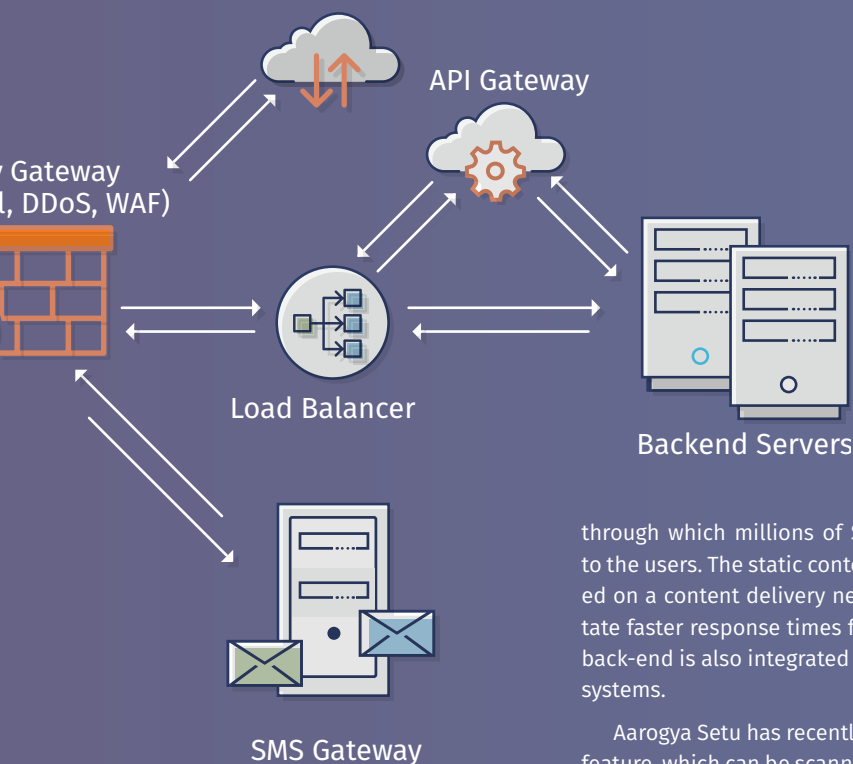
Supported Platforms

AarogyaSetu is currently supported on the following mobile operating systems:

- Android version 5.0 and above
- iOS version 10.3 and above
- KaiOS (available on jio phones)

Aarogyasetu for Landlines and Feature Phones:

For feature phones and landlines, Aarogya-Setu Interactive Voice Response System (IVRS) has been launched as a service, with the number 1921. This service can be availed by anyone in India, including the users of feature-phone (who are not able to use the App). The users can give a missed call to 1921 and they will receive a callback from Aarogya Setu IVRS. The IVRS plat-



Architecture

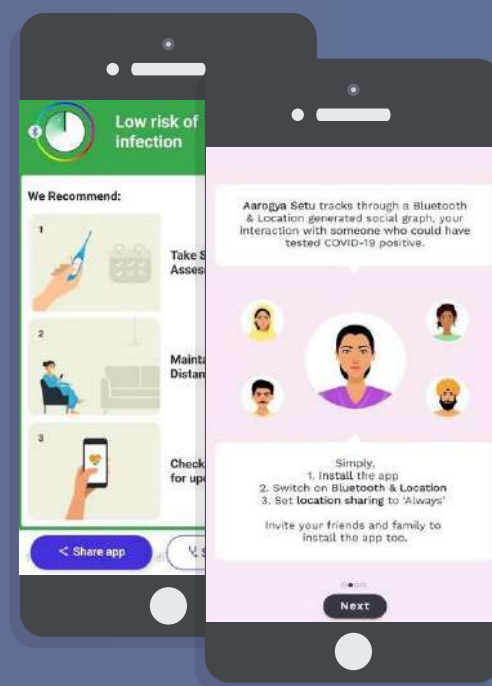
form would prompt the citizens with the same questions and in the same format as the Aarogya Setu app, thereby enabling them to complete their self-assessment. This IVRS service is available in 12 languages. After the self-assessment, users get a summary of their health condition on SMS. Those who report that they are unwell through their self-assessment also get calls from the Government for medical assistance.

Technical Architecture

Aarogya Setu's front-end and back-end architecture is very robust and highly scalable. The architecture can seamlessly handle hundreds of millions of requests. The user requests to the backend are validated using an 'Authorization Token'. The backend is protected by a security gateway, which blocks DDoS attacks, hacking attempts etc. The app leverages NIC's SMS gateway,

through which millions of SMSs have been sent to the users. The static content of the app is hosted on a content delivery network, so as to facilitate faster response times for the end users. The back-end is also integrated with ICMR and e-pass systems.

Aarogya Setu has recently introduced QR Code feature, which can be scanned to know the health status of an individual. This feature ensures that the real time status of the health of a citizen is shown to the QR scanning app. This QR Code once generated is valid for 45 minutes and it can be used at the entry/exit points of offices, malls,



metros and other public places, to ascertain the health status of the individuals entering/exiting the premises.

How the App works

The Aarogya Setu app on a user's phone detects other devices that have the Aarogya Setu app when they come within the Bluetooth proximity of your phone. When this happens, both the phones securely exchange a digital signature of this interaction, including time, proximity, location and duration. This data is stored on the device of the respective Users in an encrypted

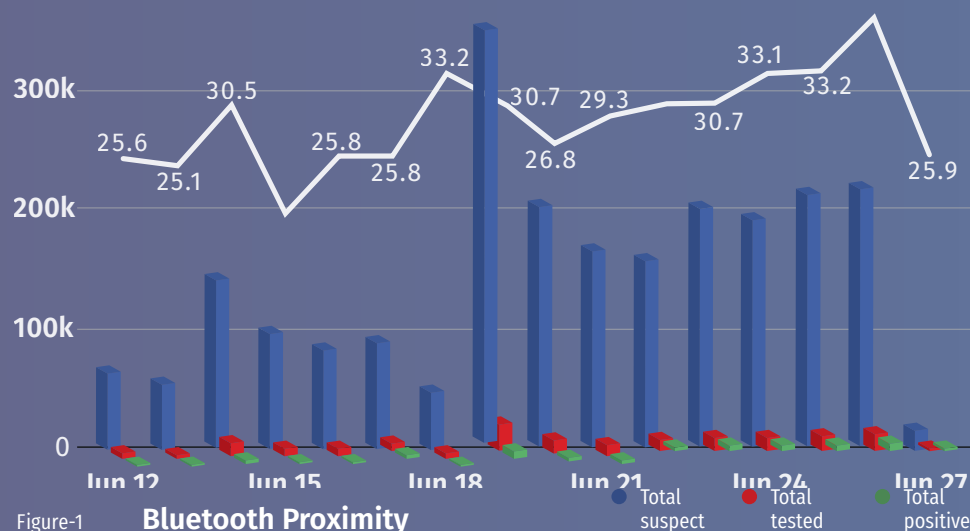


Figure-1

Bluetooth Proximity

What does the Colours in AarogyaSetu signify

Colour and Risk of Infection	What does it mean	What to do
You are COVID-19 Positive	You are COVID-19 Positive	Contact 1075 immediately for further advice, from medical experts
High Risk of Infection Recent contact with infected person	You have indicated COVID-19 symptoms during self-assessment and/or You recently met any COVID-19 positive person or came in close contact and came in close proximity and for a significant period of time	Self-Quarantine and isolation is must. If symptoms persist, then Testing is recommended. Use masks, practice handwashing and social distancing
Moderate Risk of Infection Recent contact with infected person	You met someone who tested COVID-19 positive but your interaction was limited and socially distant and/or You have indicated one or more COVID-19 symptoms during Self-Assessment	Self-Quarantine and isolation is must. Keep monitoring symptoms. Use masks, practice handwashing and social distancing
Low Risk of Infection Recent contact with infected person	You have declared a mild COVID-19 symptom during self-assessment or You have come in contact with a COVID-19 positive person, but at a relatively long distance or for a short duration	Keep monitoring symptoms. Self-Quarantine is advisable. Use masks, practice handwashing and social distancing
You are Safe	You haven't met any COVID-19 positive person, or You haven't declared any COVID-19 symptoms during Self-Assessment, or You haven't taken the self-assessment yet	Keep monitoring for symptoms. Use masks, practice handwashing and social distancing

form. In the unfortunate event that any of the people that a user came in contact with during the last 14 days, tests positive for COVID-19, the platform calculates the user's risk of infection based on number of interactions and proximity of the user's interaction and recommends suitable action. This action is displayed on the app's home screen. The updated risk of infection is analyzed by Government, to facilitate suitable medical interventions, as and when required. So far the app has identified more than 12 lakh individuals through contact tracing and these individuals were provided with appropriate advice based on their proximity, duration of interaction and display of any COVID-19 related symptoms. The figures for such Bluetooth Contact Tracing (BCT) done so far, is given Figure-1 (previous page)

Security and Privacy

The Aarogya Setu App has been designed and developed, with utmost focus on security and privacy. The App has various in-built security measures which protects the user's data and also prevents any kind of security compromise through which any personal data could be exposed. The data is encrypted while stored on the user's phone and while in transit, when it is

being sent to the backend server.

The privacy policy and terms of services, present in the App clearly define the following:

- Working mechanism of the app
- What data is collected
- How the data is collected
- The purpose for which the data will be used
- How long the data will be retained
- Security & privacy measures undertaken to safeguard the user's data

The Terms of Service are accessible from <https://static1.swaraksha.gov.in/tnc/> and the Privacy Policy is accessible from <https://static1.swaraksha.gov.in/privacy/>

Each version of the app is released to the public only after proper security audit clearance. The source code of the App has been released in the public domain on 26th May 2020 and a bug bounty programme has also been announced to encourage the public to identify and report any security vulnerabilities/bugs/code improvements in the App.

1230189
Total
BCT Users

39323
Advised
Testing

90963
Advised
Quarantine

129885
Advised
Caution

Data Sample



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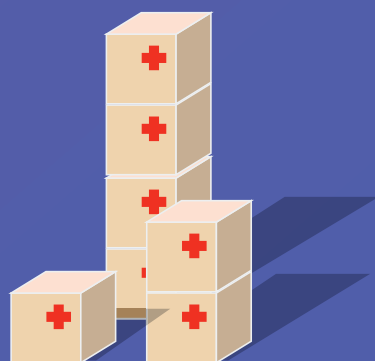
Lifeline UDAN Portal

Ensuring steady supply of essentials through airways



All domestic and international flight operations were suspended by the union government with the implementation of lockdown on 25th March 2020 to contain the spread of Coronavirus in the country. However, the transportation of medical supplies and essentials goods needs to be ensured to even a remote part of the country.

Foreseeing a difficult situation ahead, on March 26, the Ministry of Civil Aviation has launched "Lifeline UDAN", an initiative to ensure a steady supply of essentials through airways to even the most remote parts of India.



"Lifeline UDAN" initiative and its ICT requirements

A task force of 15 officers was constituted by the Secretary, Ministry of Civil Aviation (MoCA) under the leadership of Smt. Usha Padhee, Joint Secretary, MoCA to coordinate with various stakeholders viz state governments, Ministry of Health & Family Welfare (MoHFW), Indian Airforce, AirIndia, Airport operators, private Airlines, Cargo handling entities etc., to ensure that essential supplies of medicine and goods reach to the destination on time. For initial 2-3 days, the coordination task was executed with the help of instant messaging apps like WhatsApp etc., however, soon it was realized that it will be difficult to manage with increasing load. Accordingly, NIC-MoCA was given the task to put in place an online portal within 2-3 days through which the stakeholders like state government, ICMR, etc., can put forth their consignment requirement and IAF, AirIndia and private airlines etc., can put forth their offering/ services without any manual intervention.

Role of NIC

Joint Secretary(IT), Shri Amber Dubey was instrumental in communicating the exact requirement of the online system that is required by the ministry to manage this huge task and its paramount importance in the prevailing situation.

NIC-MoCA had proactively taken up this task under the guidance DDG Shri S K Sinha to develop and launch the required portal within 3 days with all essential functionalities as per requirements. The portal was enhanced with more user-friendly options like mobile-ready web interface and pre-filled forms to save time in form filling by the stakeholders.

Features and functionalities of the Lifeline UDAN portal

A detailed description of the features and functionalities of the portal are as below:

- Responsive web design - works seamlessly on mobile devices
- User registration and login
- User-friendly e-forms to upload/edit flight details for AirIndia, IAF and private cargo airlines and tracking status of each flight
- User-friendly e-forms to upload/edit consignment details for state governments and nodal officers from ICMR, NIMR, BSF, India Post etc
- Provided the auto-fill option to reduce form filling time to 2-3 minutes for repeat records
- Record generation and status keeping
- Auto archival of flight and consignment records by system scheduler in case the status is not updated to "executed" in 72 hours

- Option to search/filter/query/sort records and export output in excel/pdf
- Option to export a consignment record in PDF to be forwarded to AirCargo control group through WhatsApp group
- Option to generate and export 'daily planned flights report' and 'consignment requests report' in Excel and PDF by air cargo control group of M/o Civil Aviation for preparing daily Lifeline programme
- A dashboard page to display graphical line charts depicting the cumulative number of Lifeline UDAN flight operated, amount of cargo carried and total aerial distance covered. Dashboard page and website ticker is auto-updated through admin login
- Public information is updated on daily basis on the 'public_info' page
- List of nodal officers section on website footer to get contact details of nodal officers of MoCA, State Governments, Air India, Other Airlines, Airports Authority of India, PPP Airports, AAICLAS, Cargo Handling Entities, Ground Handling Entities
- A photo gallery section to upload/ display photographs through 'Admin'

Technology Stack:

Java/JavaEE5, Spring Boot2.2, Postgres SQL9.4, Bootstrap 4.2, iText5.

Portal URL:

https://esahaj.gov.in/lifeline_udan/login



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RT-PCR App

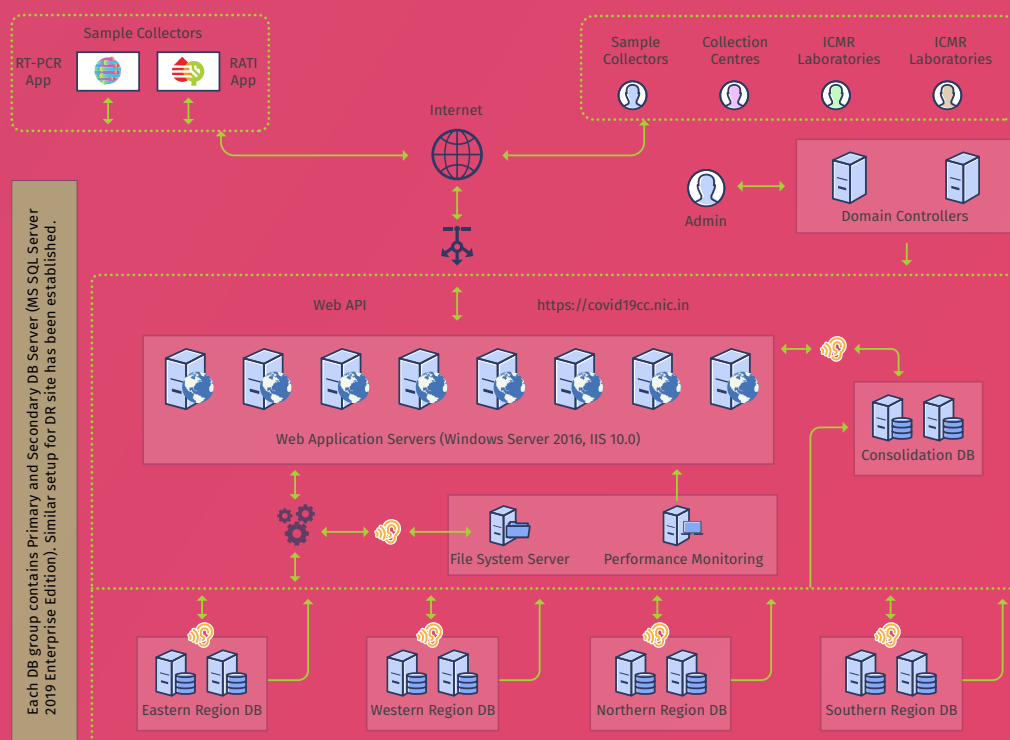
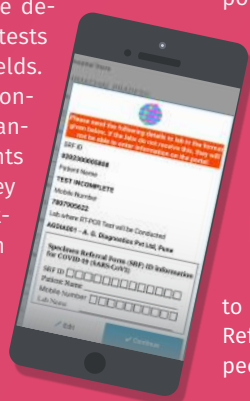
NIC's Mobile Application for Containment and Monitoring Covid-19 pandemic across the Country.

Covid-19 pandemic in India is part of the worldwide situation of coronavirus disease and a large number of people is likely to be affected by the coronavirus. The country has imposed initial lock-downs, supplemented by increased testing of people and contact tracing of patients as effective measures in its fight against Covid19. The United Nations and World Health Organization have praised India's response to the pandemic as 'Comprehensive and robust', for containing the spread and building necessary healthcare infrastructure.

Why RT-PCR: Increasing Number of Covid19 Tests

With just 13 ICMR authorized Laboratories for testing of Reverse transcription-polymerase chain reaction (RT-PCR) samples in the first week of February 2020, India now has more than 900 laboratories to meet the increased test load which crossed 1 lakh samples per day by end May 2020. A large number of tests has necessitated that correct patient identification, location and other data are captured during the sample taking stage and this data is available for test result entry in ICMR authorized laboratories before the samples physically reach these labs. Quite a few asymptomatic people are testing positive for Covid-19 and another Rapid Antibody Test is being conducted, although in lesser numbers at present, to detect Covid-19 patients.

The delays in data entry, wrong data in Specimen Referral Forms (SRF) for RT-PCR tests, delay in the entry of test results in Laboratories were the reasons for Government's decision to quickly and correctly capture details of all Covid-19 related tests by sample collectors in the fields. This was important for the containment of the Covid-19 pandemic by identifying patients and isolating them before they infect others. NIC was entrusted to develop the solution and a dedicated team of officers working at different locations came up with the solution, in extremely dif-



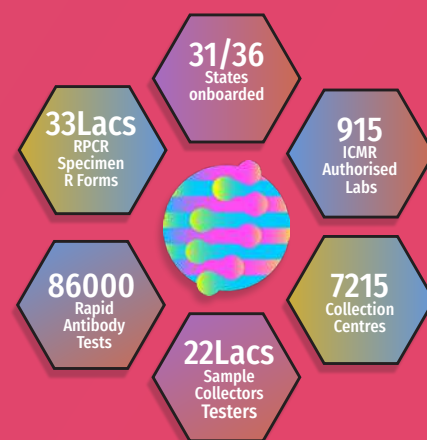
icult circumstances during the first fortnight of April 2020. The NIC Himachal Pradesh State Centre developed the two mobile applications, namely RT-PCR and RATI, on Android and iOS (Apple) platforms with an authorization portal <https://covid19cc.nic.in> in a very short span of 10 days.

Considering the likely increase the number of tests to be conducted, the mobile apps and portal have been performance tested to meet a very high load of 50,000 concurrent users for the Apps and 20,000 concurrent users for the portal. Matching infrastructure was deployed in NIC Cloud set up in NDC Shastri Park, in New Delhi, by the NIC PFMS team and NIC HP team.

RT-PCR Mobile App

The RT-PCR mobile app has been developed to collect data being captured in the Specimen Referral Form of RT-PCR samples of Covid19 suspect patients in the country. The objective is to

ensure that the correct mobile number of patient is available along with location codes (Lat/Long) for contact tracing and identifying sensitive zones. The data is immediately made available to the ICMR portal through which ICMR authorized laboratories can enter Test results against these



Sl. No.	State	Total Centres	Total Patients	Total Awaiting	Sample Collected
1	Andhra Pradesh	65	5219	1071	18433
2	Assam	825	8457	2475	402036
3	Bihar	408	4121	2761	136126
4	Chhattisgarh	452	1791	1088	162014
5	Goa	150	4053	2024	145000
6	Haryana	1480	8188	2020	138819
7	Himachal Pradesh	279	1011	1600	110241
8	Jharkhand	8109	25124	10044	176108
9	Karnataka	1225	8102	798	161817
10	Kerala	915	6441	2865	146077

SRF forms which are generated from the App and sent to the Labs with samples.

Benefits of using RT-PCR app at the national level

RT-PCR Features

- Authentication with User Mobile/ OTP
- Checking authorization of Users' mobiles
- Patient Mobile/OTP and Geo-tagging
- Less than 60 seconds to complete on Specimen Referral Form v.11
- Repeat Test data from ICMR
- Online access to ICMR for all collected data
- PDF print option of SRF form and SMS to Patient to view SRF
- Record saving option available after OTP
- Skip OTP Feature for patients without mobile and to enable offline entry
- Delayed data entry option after Mobile Verification
- Extensive Help manuals, FAQs, Movie, Presentations

Advantages of using RT-PCR App

Sample Collectors/ Collection Centres

- Easy to use, takes about 1 minute to fill 1 SRF form
- SR Form can be filled from Patient location or away from patient location
- SR Form can be partially filled at the location and completed later
- Avoids duplicity as data can be directly entered into App instead of writing on a paper
- SR Form can be printed in office for sending with Sample to Laboratory
- One Mobile App ensures that everyone is aware and can help other sample collectors
- Day wise data download facility in Excel or PDF, showing complete/ pending forms

Patients

- Patient mobile is verified
- Patient Geolocation is captured
- Patient gets SMS based information of SRF

ICMR

- Single solution for country-ensure uniformity
- Ease of Maintenance in case of SRF changes
- Single point of integration with ICMR data
- Data is available on a real-time basis to ICMR
- Helpful for ICMR to interact with single tech. team
- Contact tracing and identification of sensitive zone is possible

Laboratories authorized by ICMR for Test Results

- Laboratories can download day-wise lists of samples with SRF sent to them

Miscellaneous

- MIS for SSO and DSOs at State/District level
- Data download facility in Excel/ PDF
- Search data based on SRF ID or patient mobile
- NIC technical support in country up to District level
- Audit trail of authorized users & samples collected
- Robust Infrastructure to handle large loads with redundancy

Onboarding Process through Covid19 Collection Centre Portal at <https://covid19cc.nic.in>

In order to quickly set up a mechanism for authorizing users for RT-PCR and Rati mobile apps, a web portal <https://covid19cc.nic.in> has been developed. No separate user IDs are required to use this portal. All State Health Department officials, Deputy Commissioners, State/District Surveillance Officers, Chief Medical Officers, Nodal officers from State NIC offices and all DIOs have been onboarded in this portal through their official email IDs on existing NIC domains. The lists of these Power users are available in public do-



The RT-PCR Mobile app has helped the Himachal Pradesh Government in correct data capturing of all RT-PCR samples/ tests in the State, for further use in containment and contact tracing of Covid19 pandemic. The results are promising, considering the very few Covid19 cases in HP. I complement the DG, NIC and State NIC Team in developing the mobile app and Covid19cc.nic.in portal in a very short time under difficult and trying conditions. I am also happy to note that the entire country is using it for RT-PCR samples data.



R. D. Dhiman IAS

Additional Chief Secretary
Health & Family Welfare, Govt. of HP

main so that the Collection Centres can check whom to contact in their State/District for getting their Collection Centre white listed along with the authorized list of sample collectors/testers with mobile phones, who will be using these mobile Apps. The task was completed in a record time of just 2 days for both the mobile apps all over the country.

The portal has been improvised over the two months and several reports have been provisioned based on the feedback of State Health Officials, Collection Centres, Sample Collectors and GoI requirements.

Portal features

- Responsive and simple interface
- Email-based User IDs/Passwords on NIC domain
- Role-based access for State/ District users
- MIS reports for National/ State/ District Administration and Health officials based on their role



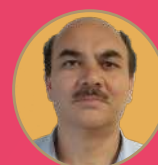
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Video Conferencing

NIC's Video Conferencing services are secure and have the largest coverage in the government sector across the country. NIC is providing Videoconferencing facility from 2100+ Videoconferencing studios over NICNET spread across the country spanning State Capitals, Union Territories and Union Ministries, Departments and Districts of states

The spread of Covid-19 in the world has changed the way people interact with each other. Events which otherwise involved a gathering of people at one location are now being conducted by virtual Meetings with people connecting from various locations through the advanced Video Conferencing Technologies. This trend is observed in the participation of the PM of India in the SAARC Countries leadership video conference on combating Covid19 in early March 2020.

With the spread of Covid in India and establishing of Lockdown, all movement became restricted. Government's responsibility increased tremendously for day to day planning and monitoring of the situation be it health, finance or social welfare. Officials from different ministries had to deliberate amongst themselves and with officials from states without meeting physically frequently. The government had to reach out to states/district administration to ensure and co-ordinate the availability of testing facilities, medical workers, kits, masks, food supplies, essential commodities etc.

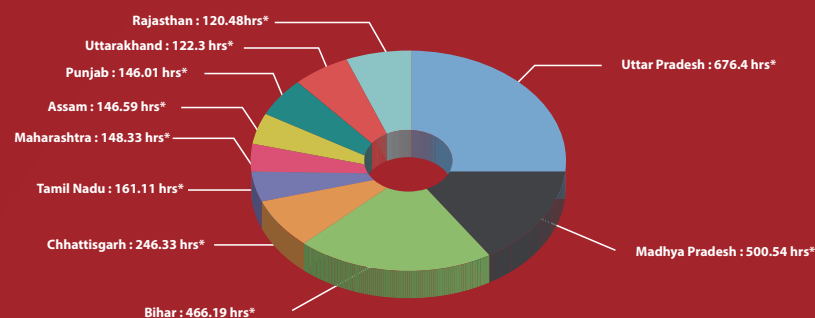
NICs Videoconference services facilitated all these virtual meetings and interactions and ensured that the government machinery could run smoothly at all times.

NIC's MCU based Video Conference service is in use for over 25 years and been used intensively in the Government but during this Covid 19 pandemic, the scaleup of these services has been huge. Work from Home is incomplete without Video interaction nowadays and NIC's desk-

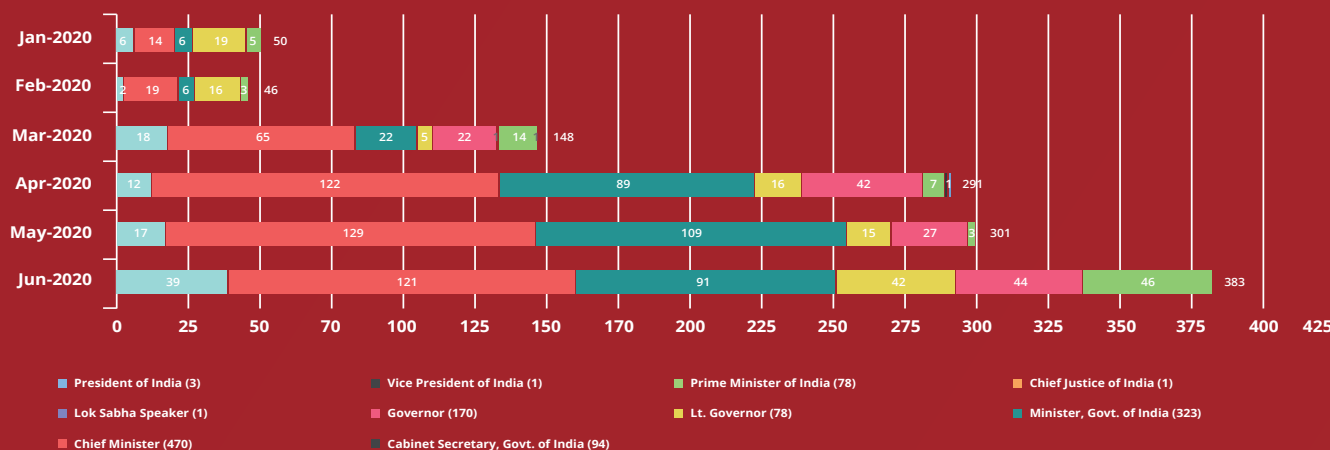
top Videoconferencing facility helped bridge this demand for Government during this COVID-19 Pandemic.

Usage of NIC VC services increased manifold at all levels of the government. VC equipped COVID-19 War Rooms were established in most states to monitor & review COVID-19. All Central ministries and State Governments were also facilitated with web rooms for a secure and non-intrusive experience. The Video conferencing team

Top 10 State - Average Studio utilization in (01/01/2020 to 30/06/2020)



Important Video Conferencing Session during (01-01-2020 to 30-06-2020)





all across the country have put their sincere and best efforts to meet the expectation of Government.

Even before the lockdown was announced, Prime Minister utilised the Video Conferencing services provided by NIC to interact with the Chief Ministers of the States across the country (20.03.2020). The Hon'ble Prime Minister also interacted on VC with the leaders of the Pharma industry (21.03.2020) to understand their preparedness and with the Industry leaders (23.03.2020) to assess the impact of the lockdown on the economy.

NIC's VC is being used extensively during COVID-19 pandemic by Hon'ble President of India, Hon'ble Prime Minister, Chief Ministers of various states, Cabinet Secretary and Chief Secretaries, Chief Information Commissioner, Central and State Government Ministers and department officials across the country at all levels.

The President and Vice President have also held various VCs with Governors, LGs and Administrators of States and UTs on the Covid-19 status on more than one occasion.

The Hon'ble PM's video conferencing with electronic media stakeholders (23.03.2020), heads of Indian High-Commissioners abroad, Social Welfare organisations (30.03.2020), eminent sportspersons (03.04.2020), Central Ministers (06.04.2020), floor leaders of political parties (08.04.2020), SarPanchs of Gram Panchayats (24.04.2020), Non-Aligned Movement Contact Group (04.05.2020), Mr. Bill Gates (14.05.2020) all have been enabled using NIC's Video Conference services.

Video Conferencing is one of the core essential services that the National Informatics Centre has provided during the Covid-19 pandemic and combat the challenging times.



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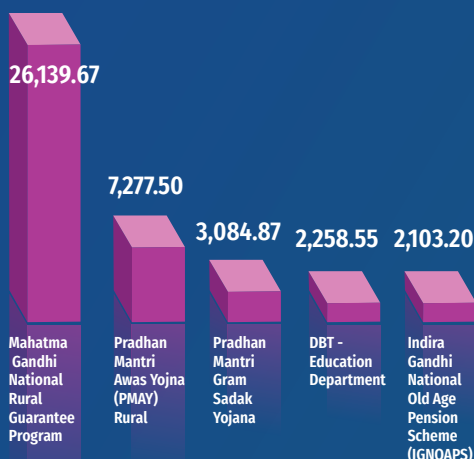
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Direct Benefit Transfer

Supporting the financial Institution of the government during the crisis of COVID-19

Direct Benefit Transfer (DBT) plays an important role during the crisis times to provide sustenance to the highly affected population such as farmers, daily wagers, migrant labours etc. by transferring cash benefits directly to their bank accounts as well as delivering in-kind benefits such as free food grains. DBT had established itself prior to the COVID-19 crisis leveraging on the Aadhaar and banking infrastructure. The crisis enabled the Governments both, Central as well as States to utilize its reach to provide emergency financial support to people, efficiently and in quick time, thus facilitating them to pull through the hard times.

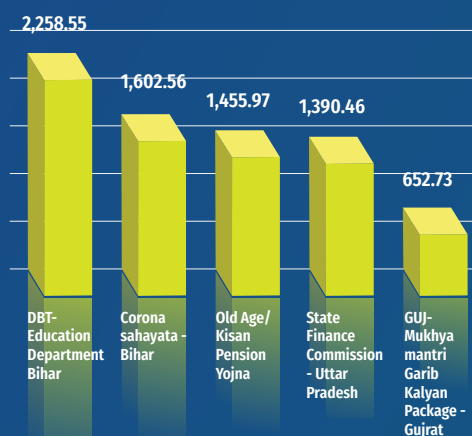
Payment of subsidies to identified beneficiaries of government schemes was fraught with leakages before the advent of DBT. There were various intermediaries in the process which not only led to delays in payment but also to the ultimate beneficiary not getting the amount due to him/her in its entirety. This ushered in reforms in the form of Direct Benefit Transfer to the account of the beneficiary. Over the last few years, particularly since 2014, the implementation of DBT schemes has gained steam and benefitted a large section of the underprivileged population of the country.



DBT Payments Rs. Crores -
Top 5 Centrally Sponsored Schemes

Critical role of DBT during the COVID-19 crisis

As the lockdown triggered by COVID-19 crisis loomed, it was last week of the financial year 2019-2020. Various teams of NIC worked towards providing round the clock assistance, facilitating the smooth functioning of the financial machinery of the government. During the last week of the financial year, highest number



DBT Payments Rs. Crores -
Top 5 State Schemes

of transactions in a single day was recorded on 30th March 2020 of 2.19 crore transactions in PFMS largely driven by DBT payments. While PFMS was leveraged by Central Government and some State Governments to transfer benefits (cash as well as in-kind) under various schemes, many states used their own DBT portals to disburse funds to different sections of the society such as drivers, barbers, migrant labours, students, senior citizens, widows, disabled persons, health workers, small and marginal farmers etc. to counter the economic distress caused by the COVID-19 crisis.

DBT payments highlights

during COVID-19 (25th Mar'20 - 14 Jun'20)

- The DBT payments under all the Central Sector/Centrally Sponsored Schemes through PFMS amounted to Rs. 63564.26 crore in the accounts of nearly 29.32 crore beneficiaries through schemes like PM KISAN, Mahatma Gandhi National Employment Guarantee Scheme (MNREGS), National Social Assistance Program (NSAP), Prime Minister's Matru Vandana Yojana (PMMVY), National Rural Livelihood Mission (NRLM), National Health Mission (NHM), Scholarship Schemes of various ministries through National Scholarship Portal (NSP).
- Taken together with funds transferred by State Governments under their welfare schemes, state-linked schemes, UT schemes, a total of Rs. 78,428.99 crore covering nearly 41.01 crore beneficiaries were disbursed through DBT during this period.

Apart from transfer of funds through PFMS under Central Sector, Centrally Sponsored and State Schemes, States also used their own DBT portals to transfer funds. The major states include Madhya Pradesh, Uttar Pradesh, Bihar, Telangana and Karnataka.

As DBT lowers transaction costs and reduces pilferage by removing the intermediaries, it is the ideal platform for leveraging efficient delivery of benefits. Without this, it would not have been possible to attain a high volume of disbursement of funds to the vulnerable sections of the society especially in the hinterland of the country in a short period.



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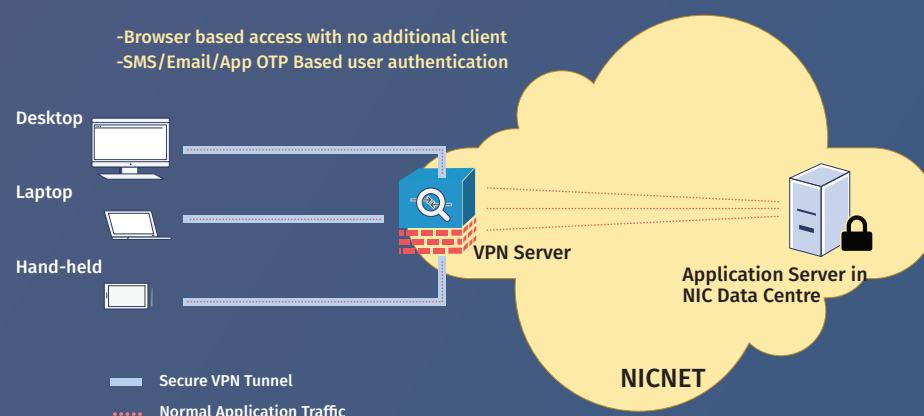
Virtual Private Network Services

Technology that enabled the government to work-from-home

A virtual private network (VPN) extends a private network across a public network and enables users to send and receive data across shared or public networks as if their computing devices were directly connected to the private network. Applications running across a VPN may therefore benefit from the functionality, security, and management of the private network. In other words, it allows users to work from home like they were in office. The new WebVPN offering is easy to use even for non-tech savvy users and augments the security of the system by means of two factors of authentication.

NIC has been providing VPN services to users for over 15 years but never has been it used more than during the current pandemic. The idea was to provide secure access to critical internal applications like eOffice to government officers and staff working from home. The challenge was growth in the number of users who have to use VPN. Fortunately, we were prepared to scale up the resources and cater to the increased demands.

There were two major tasks that needed to be managed to achieve the aforementioned goals viz. scaling up the infrastructure and creating user accounts which came in deluges. The major challenges were to upscale without taking a downtime especially during business



hours (which were pretty long due to the emergency) and carry out all these activities with the existing resources as we couldn't hire immediately. The pressure of expectation of delivery was immense.

The entire team came together like family and worked days and nights for at least a month to get it under control. People were working shifts together without qualms or complaint. We added servers at late night and tested it till the early morning. The account requests came in thousands each day. The team worked tirelessly right from the early morning to late into the night till accounts for that day were made and sent. Now we realize it was no rocket science or master strategy but just the

unwavering commitment of the team to do their bit in these times of difficulty. The unflinching faith, support and encouragement from the seniors made it easy.

A special mention and grateful appreciation have to be given to our extended team from Accops Systems, the supplier of WebVPN software. The commitment and support from their management and engineering staff has been extraordinary throughout and even more during the pandemic. They didn't work like suppliers but as a team. They were stretched as all their customers needed extra effort but never did it hinder their assistance to us irrespective of the day or time of day. Their contribution to the endeavour is unmatched.

1 lakh+

VPN accounts created during lockdown period

1000+

Ministries/ Depts/Organizations served

4 hours

Average time spent on VPN per user per day

1000+

Accounts created per day

6 hours

Av. turnaround time for account creation during peak load

99.9%

Uptime of service during the lockdown

300+

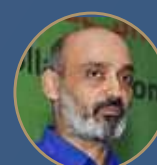
Unique applications published

30,000+

Average number of users connected per day

10,000+

Number of VPN trouble tickets resolved during lockdown



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eOffice

A digital work place solution for Working From Home during COVID-19 pandemic

During the period of lockdown necessitated by COVID-19, work from home became the new mantra in public as well as the private sector. Governments whether Central or State, have traditionally followed a paper-based office. While the seeds of switchover to a less paper office were sown much earlier, eOffice, a fully functional digital workplace solution, aimed at quick disposal of files and receipts efficiently and transparently. eOffice emerged as a game-changer, by facilitating unhindered work, unfettered and secured access to the files, to the Government officials. Majority of the Central Government Ministries/Departments, States Secretariats, and Districts



“The world is going to become a different one post Covid-19. Work from home may become the new norm. I have asked my department to work with a robust mechanism so that India's work from home model is economical and beneficial”

Ravi Shankar Prasad

Union Minister of Law and Justice,
Communications and Electronics &
Information Technology

in States like West Bengal, Andhra Pradesh, Karnataka, Tamil Nadu, and Madhya Pradesh, etc., continued to function seamlessly during the complete lockdown state, undoubtedly aided by eOffice.

There is a significant rise in the use of eOffice and eFiles during this period, as paper-based files can be hosts for COVID-19 infection where the virus can survive for 24 hours to 72 hours. Moreover, it was difficult to continue to work with traditional paper-based file systems during a complete lockdown state, without significant delays in the functioning of any government office.

Apart from the fear of COVID-19 infection, two other major factors contributed significantly, towards the smooth transition of the Government, from working from office to working from home. Firstly, most of the Government of India Ministries/Departments, Attached offices, and States with their districts were already working on eOffice and its adoption was on the ascendant. Even several PSUs had also adopted eOffice. Secondly, the availability of interdepartmental file transfers through eOffice.

It is pertinent to mention that eOffice implementation for the Government of India is restricted within the NICNET environment only. This is where two enabling technologies played their part in the smooth transition to work from home. These technologies were; WebVPN solution of

Knowledge
Management

eFile

Leave
Management

NIC for secured access to eOffice and eSign technology for digitally signing the eFiles. As soon as the lockdown was announced, NIC moved swiftly to facilitate Government departments in obtaining WebVPN facility to enable access of eOffice over the secure channel, at any time, and from anywhere. Further, eOffice is eSign enabled, therefore, digital signing of noting and drafts continued seamlessly.

Summary of transactions in Central Government during lockdown

Since the lockdown was announced on 24th March 2020, over 1.93 Lakhs new files, 8.70 Lakhs new receipts were created and 36 Lakhs plus transactions (file and receipt movements) were done through eOffice by Departments hosted in Shastri Park National Data Centre.

Similar is the case in states like West Bengal, Andhra Pradesh, Karnataka, Tamil Nadu, Kerala, Madhya Pradesh, Uttar Pradesh, Bihar, etc. The usual Government file work is going on almost as usual across the country wherever eOffice has been adopted. As of now, eOffice has been implemented in 453 Organisations including 81 Central Government Ministries/Departments, 162 Central Government Attached Offices/Subordinate Offices/PSUs, etc., 26 States Government Secretariats

Integrated Core COVID-19 Management Framework



Ensuring availability of data across systems for better management of COVID-19 crisis

Corona virus pandemic has spread across the world at a fast pace disrupting life in unprecedented ways. Government of India has taken multiple measures like nation-wide lockdown, identification of hotspots/ containment zones, isolating patients and suspects, contact tracing, surveillance besides planning and managing health infrastructure like hospitals, beds, ventilators, quarantine facilities, testing labs etc. For effective planning, decision-making and implementation of these measures, timely access to accurate information is the key.

Some of the major ICT systems that are put in place by the Government are:

- Testing and Lab System of ICMR to capture all COVID Test related data from authorized Government and Private Labs
- RTPCR & RATI Apps for sample collection
- Special Surveillance System (S3) by Ministry of Health & Family Welfare ("MoHFW")
- Aarogya Setu App for Bluetooth based contact tracing & information dissemination

NIC was entrusted with the responsibility to provide necessary technical consultancy support to ICMR and MoHFW for improving the testing module and surveillance system to migrate on a highly available and scalable architecture. RT-PCR & RATI Apps to augment sample collection process has been designed and developed by NIC. Aarogya Setu App has been developed in collaboration with industry for digital contact tracing. A centralized Data Hub has been established to facilitate real-time integration of these systems through secure APIs. These systems support the government in the effective management of the pandemic.

Following sections document the role played by NIC in establishing and supporting these systems.

Testing & Lab system of ICMR

For effective management of COVID, both testing and timely availability of the test results are of critical importance. The Testing and Lab Systems developed by ICMR in-house facilitates labs to update demographic and clinical data for tests conducted by them. This data is the single source of

truth which is used by all District and State Officials for patient management and contact tracing.

NIC provided technical advisory and consultancy to ICMR in improving the existing system and migrating it on highly available & scalable architecture on NIC Cloud. The major services extended by NIC are:

Architecture Redesign & Migration on NIC Cloud

The deployment architecture has been redesigned and migrated to the scalable infrastructure of NIC Cloud considering future load along with availability requirement. A DR site was created to mitigate the risk of failure and data loss. NIC also assisted in the de-duplication process by identifying duplicate records of patients.

Standardization of Database Schema & Query Optimization

The Database Schema was improved for better performance and aligned with metadata standards. Appropriate validations were incorporated, queries were optimized and tuned for performance.

Data Exchange through APIs

The data related to COVID Positive and Tests are the single source of truth from this system being used by all the other agencies. NIC designed and developed various APIs with relevant documentation to facilitate integration.

RT-PCR & RATI Apps

As an extension to Testing and Lab System, NIC has developed RT-PCR App to support sample collection at the patient doorstep and helping in minimizing the data entry burden on Labs. The data captured by RT-PCR Lab is integrated with the Testing & Lab module. NIC has also developed RATI App for sample collection and result dissemination of Rapid Antibody Tests. A centralized portal <https://covid19cc.nic.in/> has been developed to facilitate registration of sample collectors, technicians and dissemination of information.

Special Surveillance System (S3 System) – COVID India Portal

NIC is closely working with MoHFW in leveraging technology solutions for effective COVID management. The Special Surveillance System (S3) implemented for surveillance officers at state and district level facilitates management of activities like surveillance, contact tracing, logistics planning & management including quarantine facility and patient management. The system is the centralized data source for state and district officials for all major activities related to COVID management.

NIC has provided necessary consultancy and support to MoHFW in managing the overall system, its deployment on high availability and scalable infrastructure. Some of the major services extended by NIC follows

Design & Development of Additional modules

NIC has developed a module to integrate pa-

tient and test data from the Testing & Lab module of ICMR with S3 system to make it available to field health functionaries at national, state and district level. Positive case management has been extended by developing Status and Outcome updation module. Another module has been developed to integrate Bluetooth contacts and self-assessment data from Aarogya Setu to augment surveillance and contact tracing. Dashboards and action taken reports have been developed to facilitate monitoring at National and State levels. Besides, NIC also provided necessary technical support on other modules Logistics Management, Dashboards and Surveillance modules.

Deployment Architecture Redesign & Implementation

Looking at the future requirements, NIC provided necessary guidance in redesigning, proper sizing of deployment infrastructure and assisted in its implementation. The performance issues were resolved through the implementation of

Application Monitoring Tool and query optimization.

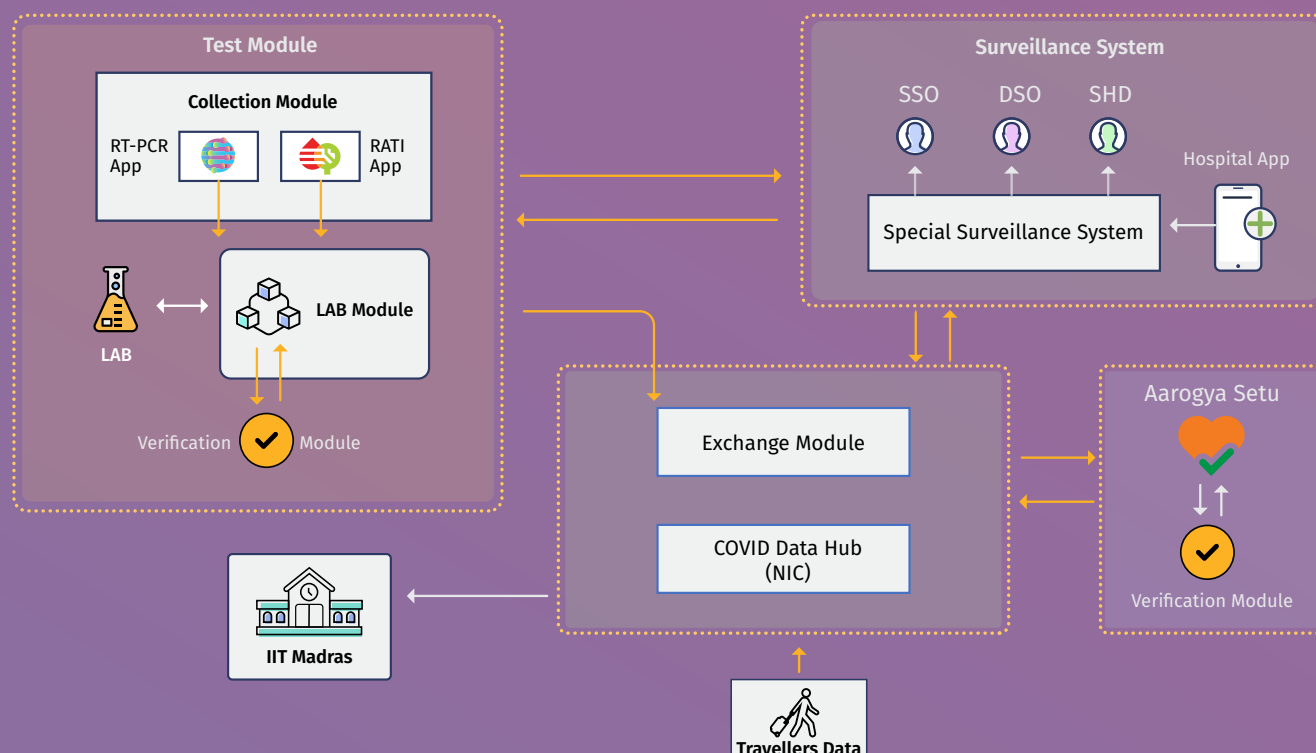
API Integration

NIC developed APIs for the integration of near real-time COVID-19 Positive Patient Data from ICMR. To extend the reach of contact tracing and surveillance, Bluetooth contact tracing, self-assessment and projected hotspot data has been integrated from Aarogya Setu through Central Data Hub. To provide a 360-degree view of data at National Level, API based integration of S3 has been implemented with various third-party apps and systems developed at state-levels. API is also developed and integrated with Central Data Hub to provide data related to Outcome updated on Positive patients, surveillance information, manual contact tracing information and logistics information.

Coordination with States/Districts and Technical Support

NIC is extending necessary guidance and

Integration of various systems and data exchange framework implemented for COVID management



technical support at central, state and district levels on various aspects of S3 implementation. NIC officers from States and Districts are also actively involved in extending the support.

Dashboard and Data Analytics

NIC also assisted in designing appropriate dashboards and analytics for central, state and district officers.

Aarogya Setu

Aarogya Setu is a COVID-19 tracking mobile application developed by NIC with voluntary support from industry. The purpose of this app is to spread awareness on COVID-19 and to connect essential COVID-19 related health services to the people of India. The app facilitates Bluetooth based contact tracing of suspected contacts of COVID Positive patients. The app provides an option of self-assessment by the users and reports their symptoms.

Aarogya Setu integrates through Exchange Module of Central Data Hub to share data with Lab Module and S3 System. An analytical dashboard has been implemented by Aarogya Setu as part of the solution for state and district officers.

Centralized Covid Data Hub (CDH)

Data is powerful only if it is gathered in real-time from its sources and securely shared with all the stakeholders to leverage its full potential. Looking at the importance and sensitivity of data, it was decided by the Empowered Group on Technology and Data Management that the important COVID related Data from various source systems would be consolidated and minimal data would be shared with various agencies from Government and private with approval of Empowered Group.

Accordingly, NIC created a Central Data Hub at NIC Data Centre, which facilitates the integration of data from various source systems including of ICMR and S3. The data is then shared with authorized agencies and systems in a restricted and secured manner for contact tracing and surveillance. The Centralized Data Hub enables seamless connectivity exchange of data between various systems and services.

Further, NIC has also designed and developed analytical dashboards for use by various government agencies for decision-making. An exclusive Data Quality and API Exchange dashboard has been developed to monitor the quality of data received from various sources and take corrective measures as per requirement.

Status	Surveillance ID	ICMR ID	Name	Age	Gender	Contact Number	Address	Date of Confirmation	Contact List
Active	1142282	1532693	MAHESH KUMAR SHARMA	53	Male	8141624510	58 LIND GREEN HILLS BHOPAL	18-07-2020 18/07/20	View
Discharged	1141862	15310317	SHARON BALA	07	Female	9091500025	AREKA COLONY BHOPAL	18-07-2020 18/07/20	View
Not Updated	1122014	15380940	BARISH BHENVA	55	Male	7554100080	8 GALI NO 1 NERGHAT BALLARIA BHOPAL	18-07-2020 05/07/19	View
Active	1114223	13291708	SEEMA GAKHAW	54	Female	923423803	72/5727, D-2, A-SECTION, PIPALAM BHOPAL	18-07-2020 12/22/27	View
Active	1114230	13290770	AJAY RAJNE	48	Male	997243072	11 MO 146 KATARA HILLS	18-07-2020 12/10/20	View
Active	1108148	13213533	RAJESH SAI	27	Female	7388141166	154 GUPTA COLONY	18-07-2020 09/32/04	View
Active	1102369	13195416	RAJESH SOMERWADHI	22	Male	9140569915	BARHEDA BHOPAL	25-07-2020 01/40/49	View

Screenshot of the S3 Dashboard - Positive Cases Data Update Interface

COVID-19 DataHub Summary Dashboard			
CV19 DataHub Summary Dashboard From Date: 25/06/2020 To Date: 25/06/2020 Confirmed Positive: <input type="text"/> Submit			
Data Quality at a Glance			
0% Valid Phone Numbers	0% Repeated Phone Numbers (=4)	0% Blank State Name	0% Blank District Name
Sample Collection to Entry Date Analysis			
Sample Collection to Test Result Entry Same Day: 8.16% Within One Day: 30.78%	Sample Collection to Sample Received Same Day: 73.2% Within One Day: 96.67%	Sample Received to Sample Tested Same Day: 49.51% Within One Day: 91.89%	Sample Tested to Test Result Entry Same Day: 23.37% Within One Day: 53.74%

COVID-19; DataHub Summary Dashboard

The status of data exchange through APIs among various stakeholders is also monitored through the Dashboard.

Way Forward

NIC Technical support & services in management and integration of diverse systems along with the establishment of state-of-the-art data exchange framework are playing a vital role in planning, monitoring and management of dif-

ferent aspects of the pandemic. Sharing of data from the source in near real-time has helped in establishing integrated view and reliability in the overall system. The processes put in place have also helped in improving the quality and security of data exchange across systems for better planning and decision-making. NIC will keep on striving to further enhance and improve the services, to help government, front-line workers and citizens to fight the pandemic.



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Messaging Services of NIC

During COVID pandemic, SMS service has seen a growth of almost 24% and has played a critical role in communicating with citizens

Under the Digital India initiative, NIC has established a robust Messaging framework that includes core eMail, application Gateway services, Short Messaging services (SMS), OBD (Outbound Dialling) & an IT platform for citizen engagement (Sampark). These services collectively create a value chain over the existing NIC web portals that host Digital services.

During the Covid-19 pandemic lockdown, the messaging services played a critical role in maintaining 24x7 communications within the Government and with the Citizens. The NIC eMail as the primary channel for all communication in the Government both at the centre and States has become even more evident with officials working from home. The email transactions have increased from 2.5 crores daily to 4.6 crores daily during the ongoing pandemic with around 69% increase.

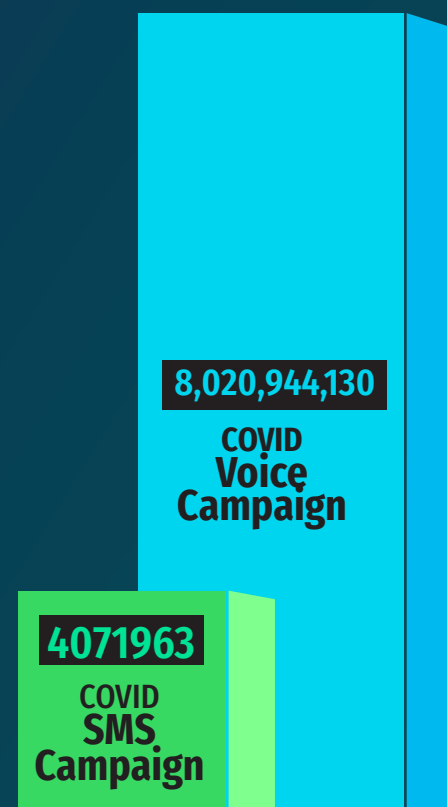
Further, NIC SMS and Voice Messaging Gateway established under Digital India program provide API based integration of eGov application for near real-time SMS based communication.

During COVID-19 pandemic, SMS service has seen a growth of almost 24% and has played a

critical role in communicating with citizens on COVID-19. Following are some of the major services supported through SMS and IVR:

- Aarogya Setu IVRS is enabled on shortcode 1921 and used country wide for submitting self-assessment by the users of feature phones and landlines
- Over 10 Outbound Dialling campaigns were conducted for COVID-19 and migrant labourer related issues
- COVID-19 survey is being conducted on shortcode 1921 and data is being shared with Asetu repository of ICMR

There has been an increase of **24%** in messaging during **1st Feb to 20th August 2020**



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Dr. Seema Khanna
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COVID-19 e-Pass

A ServicePlus Success Story

The Covid-19 menace was spreading vigorously in the country. On 24th March 2020, honourable Prime Minister of India declared a nationwide lockdown for three weeks. It was part of a preventive measure to tackle the pandemic. Lockdown limited the movement of the entire population of the country, but the fact is that no society can afford a complete standstill. To run the system, to ensure proper governance, a controlled movement was essential.

Initially, the movement was limited to essential service providers as well as for those who were in medical urgency. The expected volume of application as well as the mandate of shorter response time demanded an IT solution to handle the movement pass. Responding to the need of the hour, many agencies from many states started creating applications to handle the situation. Within no time, the solution providers were loaded with multiple change requests as the scenarios and approaches were undergoing frequent changes.

To handle the continually recurring change requests and to comply with the functional and security requirements were the challenges faced by these agencies. It was necessary to have a configurable framework to handle such a scenario. Being a service delivery framework, ServicePlus was designed and equipped to handle any such scenarios. This was realised by many states and they decided to use ServicePlus to handle the various services related to COVID-19 pandemic.

Introduction

ServicePlus (<https://serviceonline.gov.in>) is a meta-data based e-Service delivery framework which is built on LowCode-NoCode (LCNC) architecture. It offers a wizard-like interface for defining the meta-data of the service and finally, the newfangled rendering engine correlates the metadata to generate an e-Service on the fly. It offers Multi-Tenancy, that enables each tenant to configure and manage their e-Governance services as per their requirement. As on date,

more than 1400 services are being offered through ServicePlus by various states.

During the lockdown period, this framework was extensively used by different stakeholders. The e-Pass services offered by 18 states were configured using ServicePlus. All the services related to COVID-19 have undergone frequent version updates to accommodate the frequent policy changes of various governments. Over the years, ServicePlus has adopted many functionalities/features that are essential for e-service delivery. The features are incorporated in ServicePlus in such a manner that, it can be configured to suit the requirements of any client.

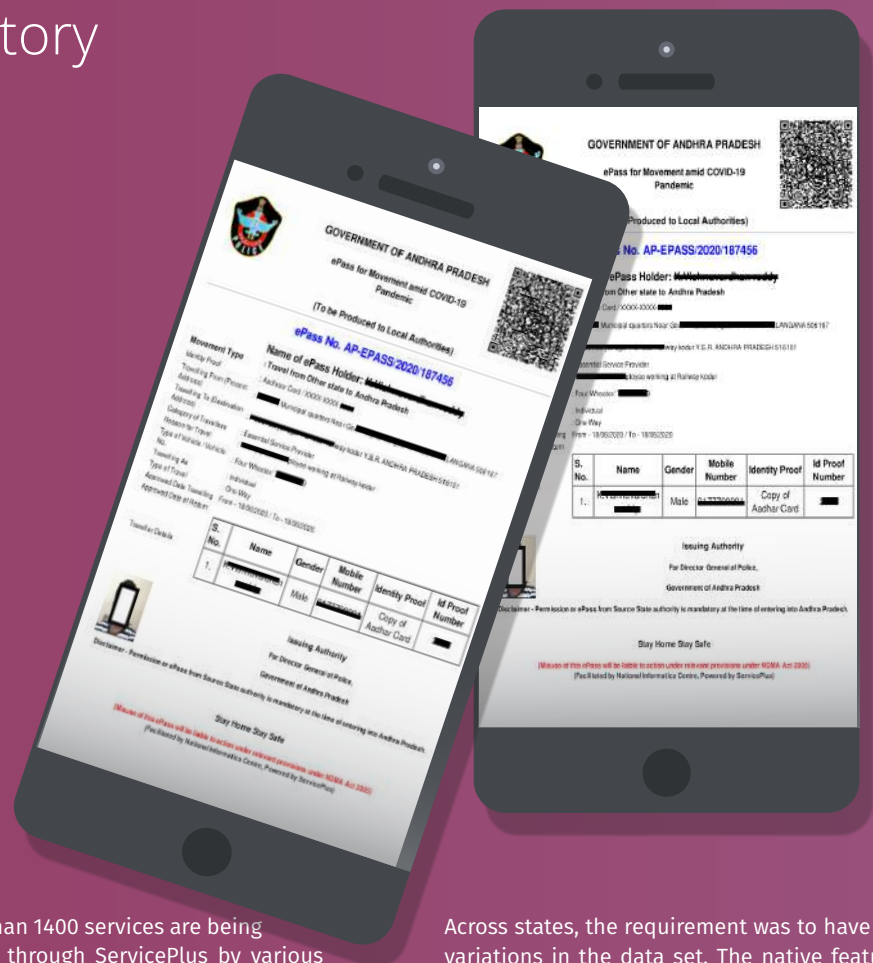
Versatile Features provided in e-Pass Service(s)

The versatility along with the inbuilt version control mechanism made ServicePlus the most suitable framework to deal with COVID-19 menace. The base data set collected across the state was more or less same in all e-pass services.

Across states, the requirement was to have some variations in the data set. The native feature of ServicePlus framework supports varying data set and different workflows across states and services.

Most of the e-Pass services were to be availed by the public without logging on to the site. In ServicePlus, to make a service accessible with or without login is decided by a single check box selection. While configuring the service, answer to the question "Whether the applicant needs to logon to the system to avail this service?" is the deciding factor which enables or disables this functionality. Things are that simple in ServicePlus.

While describing the ePass system through ServicePlus, we have to mention one underlying application which provides entity codes to the system. It is the Local Government Directory (LGD) which accords a unique code for each entity. This code is being used by all states in their various applications. Thus the implementation of LGD codes ensures interoperability.

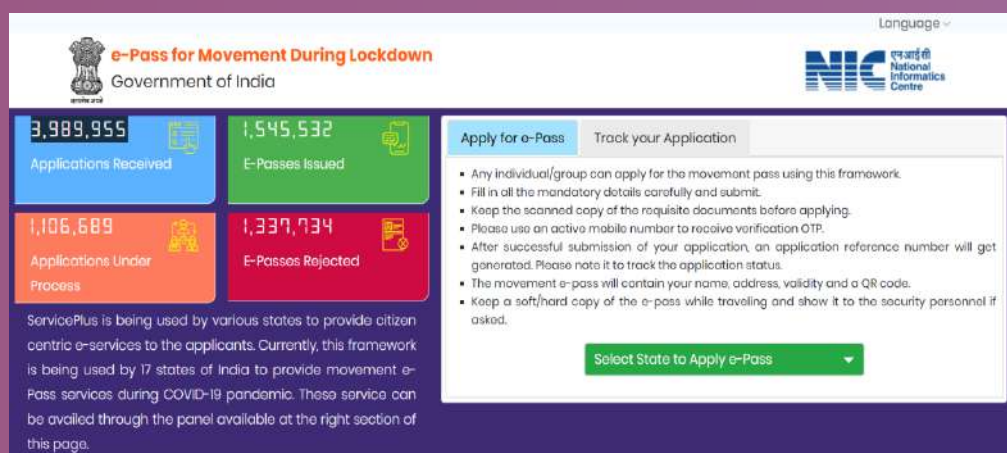


Facilities offered by National e-Pass System

In e-Pass service, every government was interested to collect a minimal or essential data-set. Across states, one of the main requirements was to have an easy and intuitive interface for the applicants. It was envisaged to provide a hassle-free experience to the end-user. The configurable interfaces of ServicePlus allowed each state to have its design for their respective services.

The base structure of e-pass system was adhering to the following points:

- User Identification through mobile OTP verification; embedded in the application form
- Collected Essential and Minimal data sets
- Applicant's Name, Present and Destination Address, Date of Travel, Details of members of the team, if any, Vehicle Details, Operational Email ID (as an additional mode of communication) & Aadhaar can also be captured (Can be validated through OTP if available)
- Captured COVID -19 Zone details of Source and Destination Address
- Instant notification on Mobile and Email upon Application Submission and Approval or Rejection
- Automatic routing of the applications to the respective approving authorities
- Applicant(s) health status as available in Aarogya Setu



▲ To avail the ePass service, a new portal having URL <https://serviceonline.gov.in/epass/> was launched. Fig 2. snapshot of the single window portal.

gya Setu made visible to the approving authorities during application processing. (Only when, if the applicant(s) are using Aarogya Setu App)

- Multi-Location Approving Authorities for Source and Destination Address (for interstate and inter-district movement)
- Issued e-Pass pushed to the respective Aarogya Setu App
- Alerts for Approving Authorities, while a change in source/destination zone status
- Facility to revoke the issued e-pass at any point of time with proper notifications to the applicant

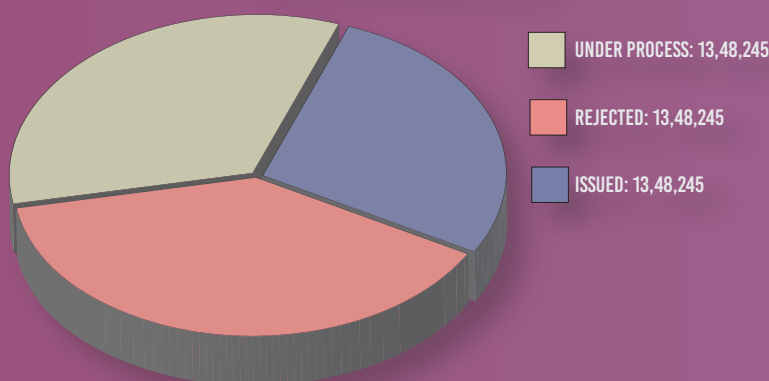
- Server signed QR code to ensure no tampering of e-pass. Ensure instant verification by any third party in server-less architecture.

Aarogya Setu was another initiative from the Government of India to help people assess the possibility of Covid-19 infection as well as to identify the proximity of any Covid-19 positive case. It was required by the different stakeholders to have an integration with Aarogya Setu to identify the possibility of Covid-19 infection for the migrants. Based on the demands from the users, ServicePlus has integrated with Aarogya Setu, which connects essential health services with the people of India in our combined fight against COVID-19.

Following features have been developed:

- Aarogya Setu status of the applicant has been shown to the workflow player to ensure an informed decision
- Pushing ePass to the respective area of Aarogya Setu, once the pass is issued
- Direct Download Link in Aarogya Setu
- The validity of e-passes issued to an individual
- Direct downloading of ePass through Aarogya Setu

TOTAL APPLICATION RECEIVED: 4,929,520**



D.C. Misra
Dy. Director General



Manie Khaneja
Dy. Director General



Adesh Chand Gupta
Sr. Technical Director



N.P. Sreejith
Scientist-D



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Assam State

The Assam State Government has achieved considerable success in its consistent multi-dimensional battle against Covid-19 in the State. The Assam State Centre of NIC has immensely supported the State Government with the digital armoury of various software and hardware infrastructure.

ePass
Software

Covid
Suraksha

Covaas
App

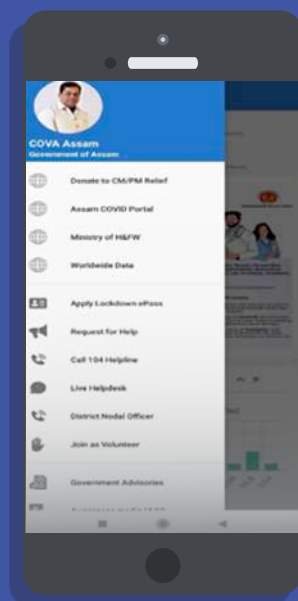
The State Government has been using the NIC Network for all its communication requirements. State of the art studio-based and desktop video conferencing has provided the ideal medium of communication. NIC Video Conferencing has been used by the State Authorities to interact audio-visually with the Central Government as well as with its district and grass-root functionaries. The Prime Minister, Union Home Minister and all State Ministers are using the NIC network to communicate in all forms with each other and all persons waging the battle. NIC Assam has designed and developed several online software applications tailor-made to cater to such a unique situation and hosted them on the NIC cloud and web infrastructure.

Covid SURAKSHA

- Developed by NIC Assam, for ensuring that Home Quarantine cases are being properly monitored by the assigned surveillance teams of health workers.
- Total Home quarantine citizens registered: 10,807*
- Total Health workers registered: 5,615*

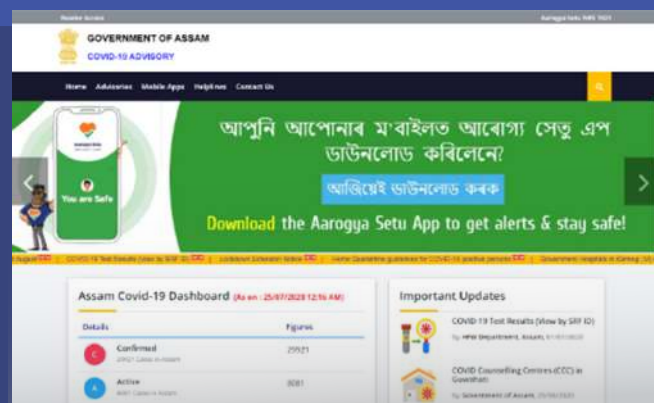
COVAAS Mobile App

- Corona Virus Alert Assam is a one-stop platform for the administration and citizens



▲ Covaas Mobile application

Covid-19 website of
Assam



Covid-19 Advisory Portal

- District-wise real-time information dashboards
- Contacts details of doctors/ helplines
- Links to govt. advisories & notifications
- Enrol for Covid19 assistance and to participate as a volunteer
- Donation to PM Cares/ CM Relief and Assam Arogya Nidhi

Covid-19 Advisory Portal

- Up-to-date State Covid-19 Dashboard
- Individual District Dashboards
- Single window for all Covid Schemes
- Central/ State/ WHO Advisories
- One-stop platform for all Apps
- Volunteering & Donation
- Helpline & Contact Details
- Public Awareness Materials
- Research, Training & Capacity Building
- The average growth rate of 5000 visitors per day
- Total unique visitors as on 28 April 2020 was 1 Lakh 34 thousand plus.
- On 30 May 2020, the portal has crossed 4 lakhs visitors
- Currently, the website is serving 8 lakhs 62 thousand plus visitors. (As on 24 July 2020)

ONLINE ePass software

- ePass developed using Service Plus framework has facilitated the regulated movement of authorized vehicles and persons at different levels during the lockdown.

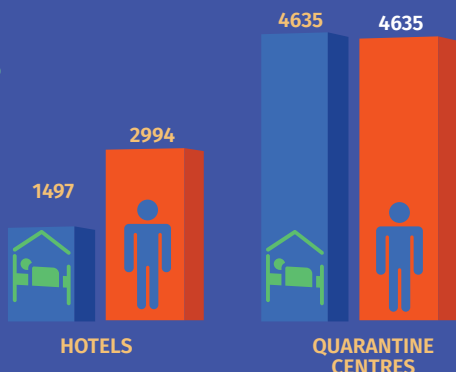
- Online Application, approve online and the e-passes are delivered to the cell phones of the applicants.

Achievement indicators

- 1,71,504 applications received for vehicle e-Pass. 70,008 Passes issued.
- 1,76,708 applications received from stranded people outside Assam.
- Aarogya Setu integration with the e-Pass system allowed the officials in making an informed decision when providing e-pass.
- Necessary APIs for NDMA was published to support in the creation of a unified national emergency response platform.

Institutional Quarantine Information System

- Developed by NIC Jorhat District Centre for allotment of rooms/ beds to people undergoing institutional quarantine in different institutional quarantine centres (IQCs), including hotels, in the State of Assam.
- The District of Sonitpur in Assam is a zonal health screening centre for the five north Assam districts of Udalguri, Sonitpur, Biswanath, Lakhimpur and Dehmaji.
- The application has helped the District Administration in streamlining the system by facilitating online assignment and monitoring of all returnees.
- The individual ICQs can update their accommodation status online providing real-time data for the District Administration.



Rooms/ Beds allocated using the software

(20th May - 21st June 2020)

▼ Hon'ble CM launching the COVAAS app in the presence of Transport Minister, and Advisers to the CM



Suchitra Pyarelal
Deputy Director General
& SIO



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Bihar State

COVID-19 has been an unexpected pandemic that allowed very little reaction time to the Govt. of Bihar. To reach and control different divisions of govt. machinery, there was very little option but to rely on state-wide network and massive computing force to come up with a precise set of directions for officers playing the valiant role of Corona Warriors. All this had to be done while lockdown was in force!

In these demanding situations, NIC Bihar ensured that its officers remained fully operational and its NICNET continued to facilitate unhindered Video Conferencing between State Govt. and District Administration as well as with different departments like Health, Labour Resources, Social Welfare, Cooperative, Food & Consumer Protection and so on. Even when NIC officers were locked down and unable to move, work on the development of multiple Mobile Apps continued in WFH mode. These apps proved to be critical when it came to creating a database of migrant population returning to Bihar to facilitate the transfer of much-needed funds granted by State Govt. directly into the accounts of citizens of Bihar via DBT. NIC Bihar not only accepted these challenges but it also successfully delivered an IT Support that remained available 24x7 from 21st March 2020 till date.

Mukhyamantri Vishesh Sahayata Yojana

Bihar Tatkal Sahayata Mobile App based registration was introduced for Migrant Workers stranded outside Bihar due to Lockdown. The applicants were facilitated to provide Aadhaar, Bank Account (belonging to any branch in Bihar) and Mobile Number. A geo-tagged selfie was taken to verify the actual location of the applicant and identification against Aadhaar. A sum of Rs. 1000 was transferred to about 19.63 Lakhs workers out of 29.13 Lakhs registrations. A sum of Rs.196.50 Crore was transferred through PFMS.

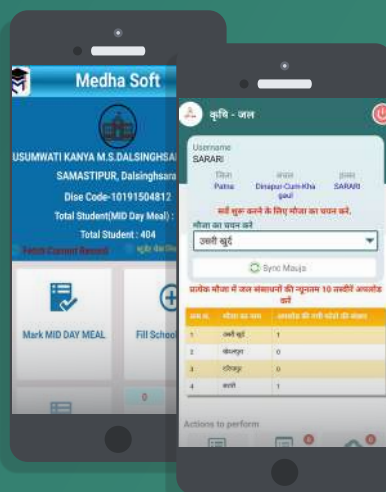
Bihar Migrant Labourer Evacuation Aid: The details of labourers arriving by special trains,

buses or other means and staying at quarantine centres were collected and assistance of at least rupees 1000 to such evacuated labourers were given. The beneficiary needs to have a valid rail ticket, bank account by his name in Bihar and minimum age of 18 years to get enrolled on this portal. The facility to enter the details of such labourers has been provided at the respective quarantine centres.

Bihar Aapda Sahyog Portal

This portal has been developed as part of DBT operations to give financial assistance of Rs.1000 to 1.2 Cr PDS beneficiary across State using Aadhaar and PFMS platform. Financial Assistance to Ration Card Holders due to ongoing lockdown, the State government decided to transfer Rs.1000

▼ Krishi Jal and Medha Soft Mobile Applications



Mukhyamantri
Vishesh Sahayata
Yojana

ePDS



51,671
E-passes Issued

to each family registered under National Food Security Act. 1.68 Crore families have been registered on the portal and 1.03 crore beneficiaries have been paid through APB.

Shram Sadhan Portal

The skill-mapping of migrant workers has been done to provide suitable job opportunity within Bihar. The workers can register their Job-requirements, Skills, Work Experiences and preferred location using the portal. Another section of the portal facilitated the Govt/private employers/contractor to register and post the vacancies for a particular skill-set. The facility to notify the labourers as soon a new vacancy comes up is being provided. Apart from that, the employers can also scan the labourers possessing a particular skill-set and interested to work in a particular location. The employer can send job-offer to the labourer and also a record number of days the job provided.

Bihar Aapda Sahyog Portal

ePass Software



1.31 crore
Families got benefits

MedhaSoft Portal

The Education Department, Bihar decided to have a centralized student's portal for distribution of various kind of financial assistance under different schemes such as Dress, Scholarship, Cycles, Napkins and Books etc. This is to facilitate the conditional transfer of funds directly to the student's/parent's bank account using PFMS. This covered around 1.8 crore students from Primary,

Online Web Portal of AePDS Bihar



Mobile Apps for Vishesh Sahayata ▲

Upper Primary, Secondary and Senior Secondary. A total sum of Rs.3120 crore has been transferred during Covid period.

Social Security Pensions

Under e-Labharthi umbrella, seven social security pensions have been distributed to 86 lakh pensioners. The state government released 3 months advance payment of April, May and June to the tune of 1200 crores in March 2020. Also, Rs.500 was released to 37 lakh central social security pensioners as per central government guidelines. Currently, monthly pensions are being disbursed to their bank account.

Aangan-Labharthi

During Covid period, it was decided by the state government to close down Aanganwadi Kendra to contain the spread of the pandemic. However, it was decided to pay money of Posh-ahar to pregnant, lactating and infants up to 6 years through DBT. About 90 lakhs beneficiary attached to 1.14 lakh Aanganwadi Kendra have been paid Rs. 1200 crores for 3 months during Covid period.

Video Conferences

Government of Bihar relies extensively on NICNET Video conferencing Services as it facilitates secure, high-quality video/ audio and multi-point connectivity. NIC video conferencing studios are available across government secretariats and district administrations as well as with Hon'ble Chief Minister, Hon'ble Chief Justice (Patna High Court), and Chief Secretary. Approximately 1,421 Video Conferencing sessions were conducted between April and September 2020, extending over 15,408 sites and consuming 26,297 video conferencing hours in total.

ePDS

No other activity within the government sector has been as stressed as timely distribution of ration based on Aadhaar ID from any outlet irrespective of the original place of residence/ creation of the card. Not only lakhs of new ration cards were generated using Ration Card Management System (RCMS), but using One Nation One Card platform, the ration was also made available from PDS outlet nearest to each family with the help of AePDS solution.

e-Pass

After the announcement of lockdown to contain Covid-19 pandemic on 24th March 2020, there was a huge pressure on District Administrations to allow movement of citizens, stranded persons, officials and vehicles for essential and emergency purposes. District Magistrate, Patna took initiative for contactless issue of intra-district, intra-state and inter-state e-Pass for such cases. NIC Bihar developed an e-Pass system and launched it online on Bihar ServicePlus Portal (<https://serviceonline.bihar.gov.in>) on 25th March 2020. Soon it became operational in 37 out of the 38 districts of Bihar. The e-Pass system has undergone several changes due to frequent changes in Standard Operating Process (SOP) of central and state governments during the lockdown and un-lockdown periods and a total of 13 versions were launched subsequently.

Rajesh Kumar Singh
Deputy Director General
& SIO



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Haryana State

In view of the spread of COVID-19 in the country and emergent situation arising out of this contagion, NIC Haryana is fully supporting the state Government in coping with this emergent situation. This situation has necessitated work from home, timely assistance to the citizen and migrant labourers under distress, facilitating and carrying out all government activities with minimum possible manpower, facilitating contribution to the state COVID-19 fund etc. Besides this, it is also most important to disseminate relevant information to the stakeholders as quickly as possible. In order to achieve this NIC Haryana developed 23 new IT applications.

Haraadesh Portal

To provide reliable communication, Video conferencing services were provided to Hon'ble Governor, Hon'ble Chief Minister, Vidhan Sabha speaker, Deputy Chief Minister All Administrative Secretaries, HODs and Nodal office. A total of 1621 VCs have been conducted with 2476 VC hours during this period. NIC Messaging services gateway services were used in delivering urgent messages to the citizen, Employees, pensioners. The recently upgraded NIC state data centre services were used to host more than 15 new applications.

In order to provide one-stop non-stop information about every aspect of Information Collection Module for State COVID control room and Haraadesh Portal (<http://haraadesh.nic.in>) was launched. Due to lockdown, all the economic activities were stopped and the state government required immediate financial resources to cater to the growing demand for medical equipment and foods. The CM Covid relief Fund and Online consent for contribution to Haryana Corona Relief Fund came as an immediate recipe for the state Government.

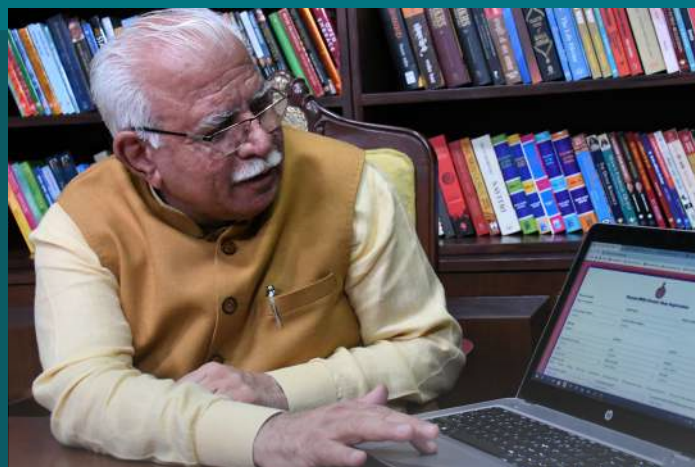
Support to Poor Person

A house to house survey of more than 35 lakh families was conducted through Covid 19 District Level Management committees (<http://covidunit.edisha.gov.in>) to ensure the well being of people. For capturing the requests for Food, TrackPDS in-

tegrated with State Helplines was launched. This portal is also seamlessly integrated with Public Distribution System for checking whether the beneficiary already has access to free food grains through PDS System or not and Distress Ration Token Portal for issuance of Distress Ration Token to the beneficiaries which needs Food grains. More than 66793 Requests were handled. Online application for Distress Ration Token (DRT) tokens was given to 5.94 lakh families for free food for three months who are not covered under any benefit scheme. For providing Financial support of

SARAL Haryana Portal

▼ Hon'ble CM inaugurating the SARAL online web portal for registration



TrackPDS
Portal

eMarket
Kurukshetra App



Covid-19
Financial Support
to Unorganized
Workers Website

Meeting of
Hon'ble CM using
NIC's Video
Conferencing
Services



1621

VCs
Conducted



₹5000-₹1,92,000

Financial Support to
unorganized Workers



15

Applications
Developed



35 LAKH

House to House
Survey

Rs. 5000/- to more than 1,92,000 unorganized workers was provided through poor person registration portal (<http://poorpreg.haryana.gov.in>).

Connecting through Mobile Apps

For the establishing connectivity between the various services providers/ vendors Connect Plus Haryana & e-Market Kurukshetra – Mobile App were launched to provide daily needs to the citizens

Ensuring Smooth Lockdown Opening

SARAL Haryana portal came as torch bearer through which Total 7.11 Lakh passed were issued through e-Pass system to Citizens facing emergent medical/non-medical situations, Govt Employees on Covid-19 duty, for essential/non-essential service supplier and to Resume Operations of Industrial/Commercial Establishment during Lockdown/Curfew of Industries department 55,774 permission were given with the approval of more than 37 Lakh workforce were provided in a short span.

Relief camp management system (<https://haryanareliefcamps.edisha.gov.in>) for was launched to monitor the more than 16000 people staying in relief camps and to ensure that the stranded persons safely to their home a workflow-based registration portal was launched of which more than 14 Lakh person got registered and arrange for their travel through buses, trains and own vehicle were made.

Chief Minister Haryana and Chief Secretary Haryana appreciated the efforts by NIC Haryana and called them corona warriors.

Deepak Bansal
Deputy Director General
& SIO



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Himachal Pradesh State

NIC Himachal Pradesh has been at the forefront in ICT support during the recent Covid-19 pandemic, which is affecting the entire world. NIC HP officers have contributed jointly in various capacities to assist the State and District Administration in their efforts to control the epidemic.

Covid-19 Collection Centre Portal and Apps

Dr. Neeta Verma, Director General, NIC assigned the responsibility of quickly developing two mobile apps on Android and iOS (Apple) platforms for RT-PCR and Rapid Antibody Tests being conducted for Covid-19, along with an authorization and MIS portal. The State NIC team, in collaboration with NIC Headquarter teams, have been able to meet these targets and developed the RT-PCR and RATI mobile apps as well as the portal at <https://covid19cc.nic.in> in a very short time. The entire country is using RT-PCR and portal to collect correct details of RT-PCR samples in Specimen Referral Form. More than 1.5 lakh samples are being collected daily through the RT-PCR app now. Many MIS reports and download features are available for sample collectors, collection centres, ICMR authorized laboratories, State and District Administrative/ Health officers and ICMR where the entire data is made available on a real-time basis. In Himachal Pradesh, 100% samples are sent through RT-PCR app.

Video Conferencing Facility

During this period of Covid-19 pandemic during the complete lockdown and even after lockdown the restrictions like social distancing which is of prime importance, the NIC VC facility has been utilized extensively by the State Government. Hon'ble Chief Minister has been regularly interacting with District Administration, Cabinet colleagues and Block/Panchayat level officials and public representatives. The NIC VC facility has been integrated with Webex to enable below district level VCs.

Budget and Expenditure through eBills in IFMS

During this financial year, regular clearance of treasury bills (including monthly salary and pension) could be ensured using the NIC developed eBill module of IFMS system used by the 5000+ DDOs. These DDOs were working from home and it involved electronic payment authorization by respective treasuries through banks. The online budget distribution for the new financial year could also be carried out during this period through eVitrin module of IFMS.

Welfare pensions/Relief to unemployed youth

The welfare pensions to the needy section of the society and unemployment /skill development allowance were timely disbursed to 6 lakh plus eligible persons in the State using eKalyan and EEMIS software which are integrated with IFMS. The Hon'ble Chief Minister also held Webex based interaction with the workers registered with the HP Building & Other Construction Workers Welfare Board to motivate them in this difficult time.

COVID-19 ePass System and Surveillance of Citizens in District Kangra

Shri Rakesh Prajapati, IAS, Deputy Commissioner, Kangra took the initiative to utilize Service Plus framework for configuring the Covid-19 ePass Surveillance System for citizens of Kangra District. The Service Plus Team at New Delhi, in

Covid-19 Portal

ePass Software



309283
ePasses



1257
Health Passes



14 Lakh+
Aarogya Setu
Downloads



6246 Cr.
Expenditure
1.49 Lakh eBills

coordination with Sh. Bhupinder Pathak, Scientist-F/DIO Kangra completed the task in a very short time and implemented the system having various features. The system has been appreciated in many national magazines and newspapers. Later, many other Districts also onboarded this system. So far, more than 3 lakh ePasses to incoming visitors have been issued, which is about 4.3% of the State population.

Health Passes for Drivers of Utility Vehicles

Dr. Richa Sharma, IAS Deputy Commissioner, Kullu got an innovative software developed through NIC Kullu for issuing Health passes to the drivers of



NIC's VC system has enabled the Hon'ble Chief Minister, Himachal Pradesh to reach out to the elected representatives of all 3,000 plus Panchayats of State, in an easy and interactive manner, to know their problems during the Covid-19 pandemic and provide timely solutions. NIC's VC services and teams are commendable.

Dr. R.N. Batta

Advisor to Hon'ble Chief Minister
Government of Himachal Pradesh



I must compliment NIC for developing the ePass system in a very short time on NIC's Service Plus platform and quickly replicating it in many Districts of the State. Otherwise also, in every ICT activity in the District, NIC has risen to the occasion and provided superb support to the Administration in addressing all kinds of Covid-19 related ICT issues.

Rakesh Prajapati IAS

Deputy Commissioner
Kangra at Dharamshala, HP

Direct Benefit Transfer

Collection Centre Portal

utility vehicles while going out and coming in the District. This was done to ensure that only Covid-19 free drivers may drive the utility vehicles to curb the spread of the virus. 1257 such Health passes were issued during the initial lockdown period when the movement of essential items was crucial for maintaining supplies in the Districts.

Other major initiatives of NIC Himachal Pradesh during the COVID-19 pandemic

- Support on Aarogya Setu App and associated portal (20% downloads)
- Designing of COVID-19 posters or public awareness
- Managing District Control and Command Centres of Administration
- PMKISAN beneficiary mapping with Land Owners, an integrated module developed for unique farmer ID generation

- Website updates on all NIC hosted sites
- Email-based help to citizens on regular basis in all Districts

Himachal Pradesh has been successful in containing the spread of Coronavirus in the State through effective measures taken for contact tracing, monitoring quarantine of suspect persons and better health services. And NIC support has been crucial in it!

Video Conferencing Session of the Hon'ble Chief Minister



Web Portal of District Kangra



Ajay Singh Chahal
Deputy Director General
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470

VC Sessions



577604

Welfare Pensions



75300

Employment
Beneficiaries



40 Lakh

Covid-19 Samples

9841 Collection Centres

Jammu & Kashmir and Ladakh UTs

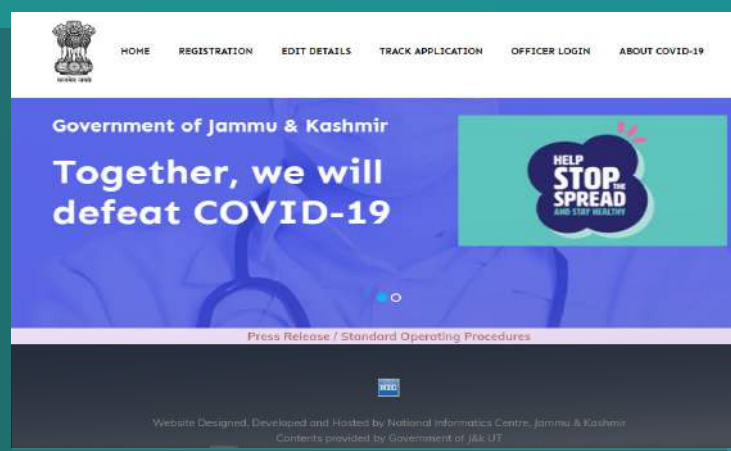
During the challenging time of COVID-19, NIC UTs of J&K & Ladakh are working in close coordination with State Health Authorities and District Administrations in fighting the challenges posed by COVID-19. During the Lockdown period when people were asked to stay at home to get safe from Covid-19 infection, NIC J&K & Ladakh remained busy in arranging meetings through Video Conferencing, 24X7 smooth functioning of NICNET and Data Centre, implementing various ICT applications to control the Covid-19 pandemic.

Some of the initiatives and ICT support provided by NIC J&K & Ladakh UTs to Government are as under:

- NIC J&K and Ladakh have successfully conducted 561 Multiple VCs sessions at State & District level during Covid-19 period including 24 VCs by LG of J&K and 32 VCs by Chief Secretary
- e-Pass using ServicePlus framework implemented in 18 Districts of J&K and 2 in Ladakh. Around 58373 applications received & 20350 ePasses issued
- Online Monitoring System (<http://jkmonitoring.nic.in>) launched for monitoring all aspects related to the movement of stranded passengers during COVID-19 pandemic. It is an online application which helps the administration in state wise identification of sharmiks and their transportation process. It is a completely online system. Around 37000 migrants workers have registered so far
- Placement of NIC manpower as and when required basis with the State Health Authorities at State and Divisional Level to provide technical support for the implementation of various applications being used for better containment of COVID-19
- Implementing Aarogya Setu Dashboard, Covid-19CC & Covid19nhp (S3) portal to quarantine management, surveillance, hospital manage-

ePass Portal

Online Monitoring System



Online Web Portal of Jammu & Kashmir
Homepage of <http://jk-monitoring.nic.in>

ment and patient management. Contact tracing through Aarogya Setu was the main activity undertaken by NIC J&K. Daily progress reports are collected from the District and compiled at State level to help the Administration in controlling the pandemic and monitoring the overall situation

- Implemented RT-PCR and RATI apps for better management of Sample collection and patient details and also trained the state officials to use these apps
- ITIHAS: All the District and State authorities are trained to use ITIHAS which proved to be helpful in making a forecast of Street-level hotspots and taking preventive measures to control the spread of the virus
- Bulk SMS services were started by NIC J&K for sending SMS to COVID-19 Sampled persons on a near real-time basis. Around 5 Lakh SMS have been sent using NIC SMS Gateway

ITIHAS

TMI System

Sample Copy of ePass issued through ePass application ServicePlus



- Control Rooms fully equipped with ICT infrastructure were established with the technical support of DIOs at Railway Station Jammu and Udhampur and Airport Jammu & Srinagar. Around 90000 inbound passengers' details were registered for better management of passengers for Covid related activities like testing, isolation and quarantine
- All DIOs of J&K and Ladakh UTs are providing continuous technical support 24x7 to respective District Administrations in combating the COVID-19
- Portal for management of red Zones/Quarantine Centres/Transit camps/Essential supplies/Travel Management/Medicines and Drug, a comprehensive COVID-19 Information Management System portal (http://combat-covidang.in/drs/login_drs.php) has been developed by NIC Anantnag and was inaugurated by Chairman DDMA/Deputy Commissioner on 20.06.2020. This MIS Portal proved to be a very useful tool for District Administration for the management of Red Zones, Quarantine Centres, testing centre's, supply of essential sup-

plies and medicines to red zones, transit camp and traveller management, management of critical patients and pregnant ladies

- Online reporting of Travel History is a web-portal (<http://cobatcovidang.in>) has been designed for Students and Travelers having travel history of Covid-19 affected countries and other affected areas of the country to report their travel history to local health authorities. As many as 1542 persons used the portal to get themselves registered
- Transit Management Information System (TMIS) has been developed & launched by District Centre Udhampur to register the incoming train passengers arriving at Railway Station Udhampur through an Android App. The data is then processed at NIC Control Room through the admin login on the TMIS portal for further reporting to the higher authorities. The TMIS has been useful to segregate the passengers' district wise so that they can be safely sent to their home districts. Total of 15696 passengers has been registered at Railway Station Udhampur through special Shramik Trains.



Jan Mubarak Ahmad, DIO demonstrating the features of Covid-19 MIS Portal to Deputy Commissioner Anantnag

Abhay Kumar
Deputy Director General



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Kerala State

National Informatics Centre, Kerala State Centre is the ICT partner to most of the Government Departments in Kerala extending Departmental ICT Systems and Services. During the Covid19 pandemic period, NIC Kerala extended ICT support services and Business Continuity to the Government of Kerala. Showcased here are some of the major activities.

eJagratha Portal

NICeScan Mobile App

Covid19 Jagratha Portal

(<https://covid19jagratha.kerala.nic.in>) is a comprehensive Information and Management Portal for real-time Surveillance, Care and Support of the people returned from Other States and overseas countries. The application provides for Covid19 Suspects Management which includes entry of passenger details, allocation of passengers to Covid Care Centre/Health Care facility/Home Quarantine and Patient Health Management.

Major Modules includes; Registration of Returnees, Assessment of Facilities at Home by LSGI RRTs, Admission to CCC, Hospitals (including First-Line Treatment Centres), Regular Monitoring and Reporting by Health Team, Hospital Health Care Management Module, Vehicle Permit, Operation Permit, Emergency Travel Pass/Exit Pass, Self Declaration, Volunteer Management, COVID19 related Complaints Reporting, Offence Reporting, etc.

The major stakeholders include District Administration, Health Department, Local Self Government, Revenue, Police, Intelligence, War Room, Chief Minister Office.

eJagratha Dashboard Portal

providing Covid19 data analytics, MIS, dashboards to top management in Government including State Covid19 War Room.

Covid Care Kerala Mobile App

It is used as a Counselling tool by the person under quarantine with geo-fencing. Major Features includes OTP Based Registration, Counseling Service for the Quarantined persons / Covid19 Affected Patients, Food and Grocery supply contacts for the Migrant Workers, De-addiction Counseling Contacts, Geo-tagging of Quarantined persons, Geo-fencing of quarantined persons with the alert feature when the person moves 100-meter periphery and Dissemination of important information by District Administration.

Transit Vehicle Management System

It is mainly intended for the District Administration with interstate borders/checkposts. Through the interstate checkposts, transit vehicles enter the district and proceed to various other places in the state. All the entry/exit points are managed by the Police/Health/LSGI and Revenue Officials using Mobile App capturing enforcement details.

NICeScan Mobile App

It is a generic QR code scanner app using open source components for government agencies as well as enforcement agencies for a contactless verification of such documents, passes and records produced by the public. NICeScan

is a QR and barcode scanner which supports all formats.

Ksheerasree Mobile App

is developed for the Dairy Development Department, Government of Kerala. The Mobile App is used to place order on dairy Milk Cooperative Societies during the lockdown period for helping the dairy farmers as well as societies.

Matsyasree Mobile App

is an online fish sales App for the consumers for generating token number for crowd management at the sales counter for maintaining social distancing.

ReLIS Mobile App

is intended for the Revenue Services for Citizen through Mobile App. The App helps the citizen to get all their services over mobile to avoid a visit to Village Offices due to Covid19.

Athidhi Portal

is designed for the urgent collection of migrants details in Kerala for ensuring safety and care to the migrant labourers and assist the administration to arrange their food, shelter and medical care. This portal is being converted as the State Adhithi Portal.



Domestic Traveller Statistics

619834



Total Registered

520503



Total Applied

427199



Total Pass Issued

47731



Total Pending

240576



Checkpoint Crossed

186623



Checkpoint Not Crossed

Hon'ble Minister of Transport of Kerala launching the Mobile App at Check Post

Covid Care Mobile App

State Nodal Officer and Principal Secretary GAD - Inaugurating the Demo to DIOs

Ksheerasree Mobile App

Matsyasree Mobile App

ReLIS Mobile App



▲ Use of Covid19 jagratha Portal at Airports

GIMS NG

– re-architected and revamped Government Instant Messaging System (GIMS) and integration with eGov Applications and Third-Party System through indigenous API gateways and GIMS portal.

Ration Card Management System/Public Distribution System

– Issue and Management of new ration cards within 24 hours, Donate Your Kit in PDS, AAY and priority list for beneficiary management under CMDRF and Social Welfare Pensions.

Jeevan Rekha (Mustering Services)

It is a generic Aadhaar based Mustering Services and Digital Life Certificate Services for Social Security Pension. The service can be readily integrated with any software applications for mustering services.

eApplication/eParathi

– CM Public Grievance Management System with a dedicated system developed by NIC Kerala on top of eOffice in Kerala and is implemented in all districts of Kerala.

Amnesty Management module

under the State GST backend software system has been implemented in the State GST Department during lockdown due to Covid19.

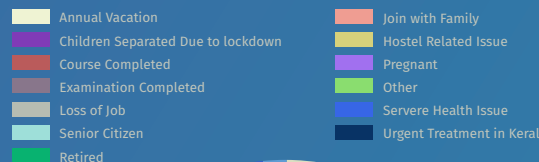
Virtual Court Application

integration with IFMS/Treasury and VAHAN/SARATHI and implemented in Kerala.

Reason-wise Registrations (International)



Reasonwise Registrations (Domestic)



T. Mohana Dhas
Dy. Director General & SIO



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Madhya Pradesh State

As the State went down with first lockdown due to corona, NIC MP stepped up its efforts & services to support the State Government. ICT services were extended to facilitate WFH environment. NIC developed e-Governance Systems helped all major department in online management of their core businesses, key processes and critical functions.

All system leveraged e-Payment Platform developed by NIC for effecting DBT / e-Payment of relief and assistance to the underprivileged and disadvantaged section of the society. DBT / e-Payment were effected directly from the State-level without involving the interventions of the field offices which were not functional due to lockdown. e-Payment of over 25,899 Cr. was effected as DBT to 1.9 Cr. unique beneficiaries of different categories under different Schemes during the lockdown period. The beneficiaries include Un-organized Laborers, Social Security Pensioners, Students, Cook-Cum-Helpers of MDM council, Beneficiaries of Sambal Scheme, Person with Disabilities, Migrant Laborers, Building and Construction Workers.

VC services were extensively used by the Chief Minister and senior officials of the State to interact with the field officers and beneficiaries. The DIC's also contributed by supporting numerous VC to monitor the situation and implementation of various Covid related Systems.

The mammoth exercise of procurement of wheat was completed with record Procurement of over 1,24,000 Metric Tons of Wheat from about 18 lakhs farmers with disbursement of over 25,000 Cr. Payment to various Stake Holders. The team worked every day even during lockdown period to facilitate operations and payments. Other significant activities are :

Pravasi Shramik Portal and Shramik Seva Mobile App

This mobile app has been designed and developed to facilitate Identification, Registration and Tracking of Migrant Workers. The system also facilitated the benefits of schemes & Assistance to Migrant Labourers and their family members.

Rojgar Setu Portal

Providing suitable employment and means of livelihood to migrant workers was a big challenge. Rojgar Setu Portal was developed as a common platform for Migrant workers, Employers and different departments.

- Skill Development Department Skill mapping of all migrant workers was undertaken on Portal to facilitate skills enhancement under various schemes and seeking a suitable job as per their skills
- The Portal allowed onboarding of employers, Registration of jobs/vacancies, searching of skill profile of workers. District Administration coordinate with employers of their district to register vacancies and shortlist suitable candidates in their vicinity

e-Office

e-Office solution became a lifeline for senior bureaucrats and other Govt officials as it facilitated WFH, processing of e-files and eliminated the need of handling of physical files that could be infected. After eFile initiation in the Office of Hon'ble CM and CS, the breakthrough came with Finance Dept. after it ordered all departments for moving proposals/files through eOffice/ eFile software only. Since Lockdown 44 Departments in Mantralaya are using the platform, 33 HODs have started using e-File and many more are in the pipeline. For smooth on-boarding, on-line trainings are continuously being provided through desktop-based VC sessions. 1800 eFiles have been created and more than 1500 officials have been trained during the past 4 months of Covid pandemic.

Rojgar Setu Portal

Pravasi Shramik Portal

▼ Senior Officers using NIC's Video Conferencing Services



Public Distribution System

NIC, MP performed rule-based identification of ~33 lakh members of underprivileged & disadvantaged families (Non-PDS) after a detailed analysis of various family and member specific databases. This data was pushed to the PoS machines for System based Allotment of FPS to families thus facilitating distribution of free food for sustaining COVID-19.

MP State Mid Day Meal Portal and ePayment Platform

This was used by Hon'ble CM for DBT of

Food Security Allowance of Rs. 146 Cr. directly into the bank accounts of 66 lakh School Students at a single click.

Telemedicine

The premier hospital AIIMS Bhopal has rolled out e-OPD module for the e-hospital project in collaboration with NIC for services. The trial run for the module is in progress.

Video Conferencing

Government of MP has been using NIC M.P. Video Conferencing services extensively since the first Lockdown. Video Conferencing Setup es-

tablishment at CM Residence and CM Anti Chamber has done approx 28000+ Hours of VC during Covid-19 times.

Webcast of important events of Chief Minister, Video Conferencing sessions of the Chief Secretary with various Principal Secretaries, Secretaries and other Members of the COVID-19 Task Force on daily basis is being taken care of during this period.

NIC, Madhya Pradesh is committed to extending support to the State Government in all its endeavour to the maximum possible extent through appropriate Technological interventions.

Shramik Seva App

ePass Software

₹
25,899cr.
E-Payment

1.9cr.
Unique Beneficiaries



▼ Pravasi Shramik Web Portal

▲ Madhya Pradesh Shramik Seva Mobile Application



Prakash Rao
Dy. Director General



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MADHYA PRADESH
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Odisha State

While the unprecedented situation due to Corona Virus and lockdown was fought in the frontline by the Medical, Police and related fraternities, it challenged the local administrations to revisit and redesign working modalities and it fell on Digital technology to play its part.

NIC Odisha along with thirty district Centers continued Information Technology support to administrations in critical areas of Health, Rural Development, Labour, Home, General Administration, Rapid Response Civil supplies and Law enforcement. With expertise in Digital Technology real-time support in training, surveillance, quarantine, contact tracing, hospital management etc were extended thus digitally empowering district administration and the public in this time of need sometimes going beyond the call of duty.

While NIC HQ led the development mission for Aarogya Setu, its district offices continued support to the administrative machinery with its awareness and training workshops for registration and RT-PCR mobile App for collecting and sending samples/reports to ICMR. Support was extended for Online Recruitment of Senior Residents at AIIMS Bhubaneswar, Online Counseling for the appointment of 158 Ayurvedic Doctors by H & FW Department, Odisha.

Video Conferencing and SMS Facility

NIC's VC facility was extensively leveraged by District Administration with Hon'ble Chief Minister and Cabinet ministers inaugurating COVID-19 Hospitals at Angul and Nabarangpur Districts. Most of the essential service departments used the VC facility for coordination, administration and decision making during this critical period. Quick SMS facility of NIC was leveraged as an awareness measure.

ePass

Ganjam district became the first to introduce ePass to be granted by the Collector and District Magistrate towards movement during the lockdown on ServicePlus platform of NIC. The

applications for Temporary Medical Camp (TMC) Management and Grievances monitoring system were implemented to mitigate the woes of the migrants.

Work from Home

Work from Home became a new normal and applications such as eOffice providing virtual digital workplace came much to the rescue of district administrations. eOffice was first implemented during the period at Jagatsinghpur district with the integration of all sections of District Collectorate and all offices up to Tehsil level facilitating the online transfer of files much to the help of administration during the period. Other districts like Kalahandi, Angul, Sundergarh also joined the same as a need during the period.

DAMPS (Disaster Assistance Monitoring & Payment System)

DAMPS project was implemented along with extensive training to district officials as a measure of Disaster Assistance to the beneficiaries. eShramik Application has been extended to all DLO/ALO offices of the Labour Commissioner for disbursement of Covid Special Finance Assistance to about 21 lakh Registered Building Construction workers.

eAbkari/ e- Retailing

As the State was scrambling to augment supply and manufacturing of Sanitizers and movement was restricted during the current crisis, NOC Module under eAbkari Project of Excise department was implemented to facilitate obtaining Online NOC for spirit / ENA (Extra Neutral Alcohol) by the manufacturers. e-Retailing Mod-

Horticulture
Produce Portal

eAbkari/eRetailing
Portal

21 Lakh

Special Finance
Construction



DAMP
System

ePass
Software

etailing



Lakh

ance Assistance to
uction workers



158

Doctors for online
counselling



ule for home delivery of liquor by 578 numbers of
“ON” and 1081 numbers of “OFF” Excise licensees
during lockdown was implemented under OSBCL
(Odisha State Beverages Corporation Ltd.).

Support over IVFRT project was extended for
registration of Foreigners staying in Hotels, Edu-
cational Institutions i.e. updation of C-Form for
Hotel / Lodge / Dharmasala and S-Form for Edu-
cational Institutions.

Horticulture Produce Marketing Web Portal

Hon'ble Minister of Agriculture and Farmers'
Empowerment, Odisha, inaugurated the web
portal “Horticulture produce marketing” ([https://](https://odihortmarketing.nic.in)

odihortmarketing.nic.in for rendering services to
farmers, traders and wholesalers of horticultural
produce. To overcome the distress sale like situ-
ation, Agriculture & FE Department unveiled the
web portal through which Horticulture officers
will enter the available surplus quantity of the
individuals produce farmer wise and trader (In &
Out of state) will directly contact to Govt Officer
for bulk procurement.

As the fight against the unseen enemy seems
a long haul and the pandemic continues to leave
its scar, Scientists of NIC Odisha continue their
support to the administration as the Silent front-
line warriors of NIC carrying on their duty dili-
gently.



Pratibha Singh
Deputy Director General
& SIO



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Uttarakhand State

NIC, Uttarakhand has been a forerunner in implementing citizen centric projects and products.

Drishti Portal

(<http://covid19usdma.uk.gov.in>)

Portal for GIS-based monitoring of Covid 19. In association with the State Disaster Management Authority.

An integrated portal capturing data of Covid 19 situation in Uttarakhand covering Health, Police, Disaster Management and District Administration. It helps to monitor at State and District level & provides details in Text, Tables, Charts & GIS formats (Bharat Maps of NIC).

HOPE (Helping Out People Every-where)

(<https://hope.uk.gov.in>)



18000

Registered jobs seekers



500

Job offered online

Integrated Covid-19 Portal

(<http://covid19.uk.gov.in>)

A comprehensive Portal capturing details of Covid 19 Tests, Samples and Diagnosed with dashboard and drill down figures till Sub District level.



850+

Fever Clinics



11000+

villagers with Door to Door health survey



1.0 Lakh+

Test samples

Chief Minister Relief Fund

(<https://cmrf.uk.gov.in>)

A Portal for people to join fight against Covid by contributing to Relief fund online, with various payment modes. Launched by Chief Minister in June 2020.

e-Learning Contents for Students of Uttarakhand Government Schools

(<http://educationportal.uk.gov.in>)

A simple and useful initiative during the lockdown, to simulate Classroom experience to School students. School teachers upload Contents in the portal as Videos and Handwritten text, which can be downloaded by Students. The portal brings a personal interface between Teacher and Students.



22,000+
Govt. Schools



2,000+
Content uploaded



70,000+
Downloads

Online web portal for Youth Welfare

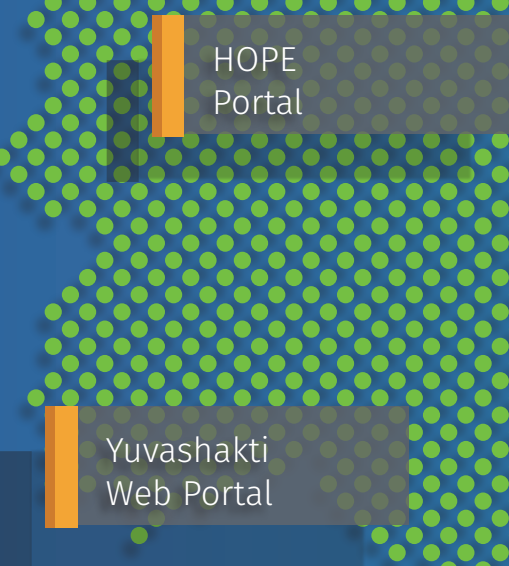
(<http://yuvashakti.uk.gov.in/>)

A portal to register Youth force as Volunteers & contribute with their efforts to fight against Covid-19.

The volunteer can be any Citizen or employee or NCC or NSS or MMD who wish to serve in Education, Health, Law & Order, etc.,



37,000+ Volunteers registered



HOPE
Portal

Yuvashakti
Web Portal

TPDS (Targeted Public Distribution System)

Foodgrains distributed to beneficiaries in State during Covid 19 period, as per GoI orders.



39+ Lakh online transactions 7000 Fair Price Shops



10,000 + Beneficiaries

Video Conferencing



400+ VC sessions conducted in Covid 19 period

Driver Conductor databank utility for Transport department

(<http://greencard.uk.gov.in/databank/>)

Portal for Transfer of Benefits by Govt to the crew of commercial Vehicles (Autos, Bus etc) deprived of daily earnings.

Chief Minister using
NIC Video Confer-
encing facility to
connect with the
officers



Drishti
Portal

CM Relief
Portal



Integrated Covid-19
Portal hotspots map

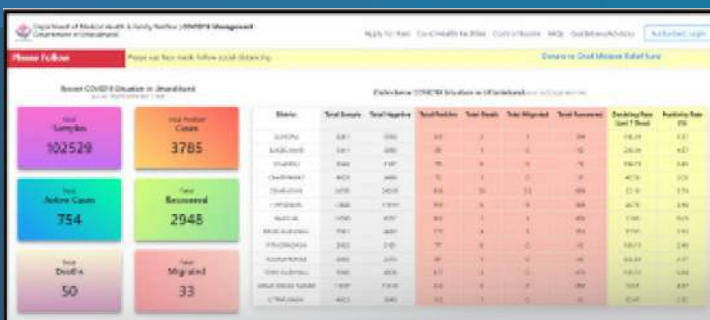


Integrated Covid-19
Portal

Uttarakhand Chief
Minister Relief Fund
Portal homepage



Web Dashboard displaying
Statistical Data



K. Narayanan
Dy. Director General



NIC Uttarakhand State Centre
Secretariat Compound
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UTTARAKHAND

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Uttar Pradesh State

The COVID-19 pandemic in Uttar Pradesh was first confirmed in March 2020 and since then NIC has joined hands with the state government to fight the epidemic on all fronts - be it state, district or sub-district level. ICT which emerged as a major tool to extend the government's helping hand to the citizens was also used efficiently & effectively as a management asset by government maintaining social distancing and lockdown protocols. Video Conferencing, Online Systems and Mobile Apps were developed and launched to assist the government wherever and whenever necessary.

Jan Sunwai

Many applications were developed to help the citizens during the pandemic covering a vast spectrum of services including ePass, Grievance Redressal, Migrant Movement, Health initiated by the CM Office under Jansunwai Portal -

- Applications received on ePass Mgmt System 15,48,972
- Migrant Registration for movement from Uttar Pradesh to other State 6,89,530
- Migrant Registration for Movement from other State to Uttar Pradesh 21,83,505
- Complaints received on CM Helpline under 21 Categories 7,65,229
- Complaints through Gram Pradhan / Sabhasad from all 75 district 2,88,105
- Complaints lodged by Covid-19 Suspects, Patients or their relatives/ neighbours 47,455

Food Security

Uttar Pradesh is the only state to complete nearly 98% distribution of the food grain allocation during this period with bio-metric authentication of beneficiaries maintaining, safe, hygienic and social distancing protocols in the 80,150 Fair Price Shops across the state. A total of 7 lakh MT (MetricTonne) food grain was distributed to 3.5 cr ration cardholder i.e 14 cr beneficiaries, each

month from April to June 2020 under PMGKAY. 7.5 lakh MT of food grain was distributed to Antoday cardholders and labourers registered under MNREGA and Employment Department, and daily wagers of local bodies free of cost. 2,534 MT ration was distributed to 4.6 lakh migrants Under Atma-Nirbhar Anna Yojana. Also, around 33 lakh MT wheat was procured from 5.5 lakh farmers within the state from April to June 2020.

Social Pension

NIC, UP developed the Social Pension Scheme portal for direct benefit transfer of funds under old age, widows, divyang and leprosy pension fully integrated with PFMS. Yogi Adityanath, Hon'ble Chief Minister, UP disbursed two months advance pension of Rs. 871.48 crore to over 86 lakh pensioners through the portal in April 2020.

Video Conferencing

UP Conducted more than 1300 studio-based Video Conferencing sessions from Feb - June 2020 taking it to No. 1 position in the country using of NIC, VC System during Covid-19. In addition, numerous desktop-based VCs were also conducted all across the state

New Launches

- 4 major schemes of MSME- Vishwakarma Shram Samman Yojana, Mukhyamantri Yuva Swarojgar Yojna, one district one product, by Hon'ble CM

Sewa Mitra
App&Portal

eLottery



15,48,972

E-pass issued



6,89,530

Migrants movement
to other states

GIS Dashboard Portal

- Sewa Mitra mobile app & portal for providing employment to Migrant workers returned from other states to UP. 32.85 lakh workers already registered
- GIS Dashboard for district wise monitoring of Covid-19 related complaints.
- Portal for posting of 69000 Assistant Teachers to districts under Basic Education Department, GoUP.
- eLottery conducted for admission of children of destitute families in private schools under RTE
- eLottery for Excise Department for allocation of liquor and bhang shops (Phase II & III)
- 26 new services added to Nivesh Mitra
- Clean City App by district Rampur
- Mobile App 'Galikidukan' for the supply of essential commodities to local residents-district Unnao

Apart from these, all 75 districts provided 24x7 support for different applications (Covid 19 CC & Portal, Aarogya Setu & 1921, Ayush Kavach etc.) Networking, Video Conferencing and training to district authorities.

▼ Hon'ble Chief Minister using NIC's Video Conferencing Services



Social Pension Scheme Portal

21,83,505

Migrants movement to UP

32.85 Lakh

Worker register for employment through Portal

98%

Food Distribution completed

1,300+

Video Conferencing held

Pratik Kumar Shrivastava
Dy. Director General



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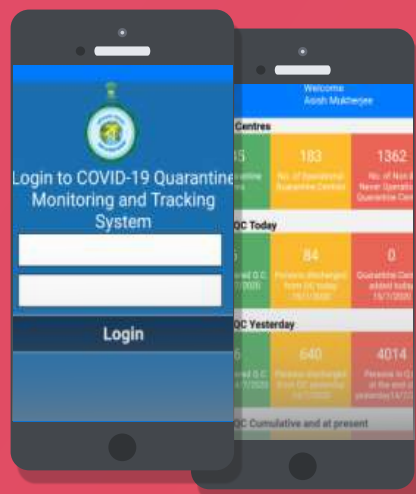
West Bengal State

Hand to Hand Support to the Government of West Bengal to Combat Covid-19

It was 23rd March, the entire State of West Bengal went for lockdown and NIC WB immediately started working with the GoWB in sync towards governance and fight with Covid-19. The first week of April, a team of NIC engaged with the high-level team under the Home Secretary to develop web and mobile application for quarantine monitoring and tracking and within a week and successfully developed and implemented Quarantine Monitoring & Tracking System web-based application and Mobile app. Besides the health front another team of NIC, WB was engaged to support the migrant worker and worker under the unorganised sector to economically support them by the GoWB through a web application in DBT mode called Prachesta and Sneher Paras with the recently developed application Jai Bangla for Social Security.

Similarly, a smart Public Grievance redressal and scheme monitoring system at the Office of the Hon'ble Chief Minister (CMO) also developed and implemented towards redressal of the grievances. E-Learning portal of Online Classroom is another effort for the School Education Department to continue the classes over the digital platform for the students.

▼ Covid-19 Quarantine Monitoring & Tracking System App



The ICT services in terms of Video Conference, e-mail, eOffice etc used in a big way to enhance the new normal WFH (Work from Home) environment. The Districts Units also extended assistance to the District Administration and came up with various application like Vishwakarma (an Employment portal for migrant labourers) at Purulia, Samannay (Intercommunication portal) at Paschim Bardhaman, Swass Compliant Web site at Dakshin Dinajpur.

COVID-19 Quarantine Monitoring and Tracking System Web application and Mobile App for GoWB

The main objective of the system is to get real-time information about the number and detail of persons admitting at and discharging from the quarantine centres, isolation hospitals, and covid hospitals for proper monitoring and tracking of the COVID quarantined, suspected, and positive cases and their discharge details to combat with the COVID-19.

Features :

Real-time Dashboard, GIS Mapping of Quarantine Centres, Pre-Covid & Covid Hospitals

Statistics :

1545

Quarantine Centres

144

Isolation Hospitals

68

Covid Hospitals

100912

Admitted Persons

974691

Persons Discharged

Grievance Redressal & Scheme Monitoring @ Office of the Hon'ble Chief Minister, West Bengal

Redress the Public Grievances in a professional, transparent, expeditious and sympathetic manner without giving room for public dissatisfaction

Features

- Real-time dynamic Dashboard
- Pendency Checker at all hierarchical levels
- Auto SMS notifications to stakeholders
- Integrated GIS Mapping of administrative units for better analytics

Monitoring & Tracking System App & Portal

Banglar Siksha eLearning Portal

Grievance Redressal Dashboard

Jai Bangla Social Pension Scheme & Special DBT



COVID-19 Quarantine Monitoring and Tracking System Application

Log-in Screen of Online Assessment System



Jai Bangla Portal

Jai Bangla Social Pension Scheme and Special DBT during Covid-19 by Finance Department, Government of West Bengal

A centralised portal for new pension schemes Taposili Bandhu for SC and Jai Johar for ST and existing pension schemes for Widow, Disabled Person, and Old-age persons. Also used for immediate relief to migrant workers (Sneher Paras) and workers of the unorganised sector (Procheta) in DBT mode in the Covid-19 situation.

Rs 10.82 Cr.

Procheta

Rs.9.99 Cr

Jai Johar (ST)

Rs.45.67 Cr

Sneher Paras

Rs.68.99 Cr

Taposhili Bandhu (SC)

Rs 130 Cr.
distributed till date

Bangla Siksha e-Learning Portal for School Education Department

Statistics

Activity tasks I, II and III	535
eLearning videos (Class I to XII)	254
TV Programme Videos (Class V to XII)	238
Model Questions & Answer	107
MCQ for Online Assessment	8,000

NIC, West Bengal is dedicated to extending support to the Government of West Bengal in its entire endeavour for e-Governance to the maximum possible extent through leveraging technology, particularly in Covid-19 pandemic.

Rizwan Ul Haq Khan
Deputy Director General & SIO



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Salt Lake, Kolkata- 700091, WEST BENGAL

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48,20,768

Grievances received in Portal

47,60,590

Action Taken and disposed

103

HODs onboarded

10,000

(Approx)
Sub-Offices onboarded

KisanRath App

Facilitating transportation of agri-produce

Transportation of agriculture produce from farm to end consumer is a critical component of the agri-supply chain. Prevailing lockdown in the country due to COVID-19 made it even more difficult for the farmers and traders to hire transporter for transporting the agri-produce, thereby resulting in a shortage of fresh agri-produce in the markets and food wastage along the supply chain.

The mandate to “Explore the use of innovative solutions like ‘truck aggregators’ on the lines of app-based cab services to connect farmers with “Mandis” was given by Hon’ble Prime Minister on 6th April 2020, during his interaction with Central Ministers. Accordingly, NIC was asked to develop such a solution on an immediate basis.

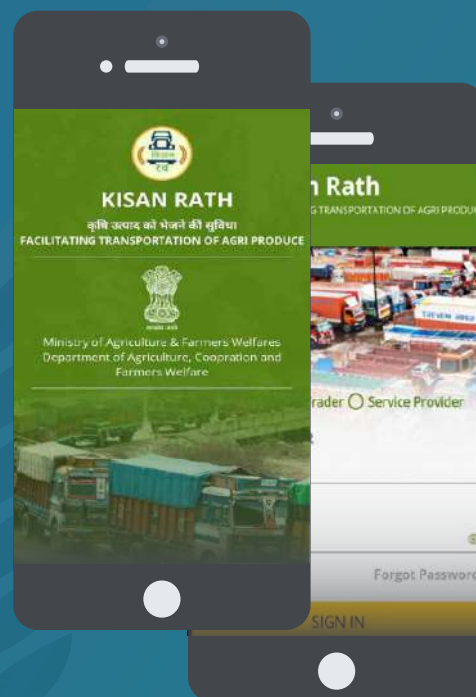
The solution was developed in the form of a mobile app named “Kisan Rath” which facilitates farmers & traders to search and contact the transporters for transporting the agri-produce. The app, launched by Union Minister of Agriculture & Farmers’ Welfare, Shri Narendra Singh Tomar on 17th April 2020, enables the consignor (farmer, FPOs, trader) to post a load for transportation which is disseminated to transport aggregators and individual transporters in the market who can then revert with a quote against the posted load. Thereafter, the consignor can negotiate with the transporter/aggregator and finalize the deal. The app also facilitates the hiring of tractor trolleys for small loads over and short distance.

NIC rolled out the app within a very challenging timeframe of 10 days comprising of conceptualisation of app, functional and technical requirement finalisation, onboarding of development team, infra setup, development, integration with transport aggregators via APIs, import of master data from eNAM, enabling multi-lingual support, testing and hosting on Google play store. The iOS version was launched subsequently.


1.75 Lakh+
Farmers


77000+
Traders


1.9 Lakh+
Vehicles



Hon'ble Union Minister
Shri Narendra Singh Tomar
inaugurating the
Kisan Rath App



Since its launch “Kisan Rath” has benefitted the farmers and traders by ensuring smooth and seamless supply linkages between farmers, warehouses, FPOs, APMC mandis and intra-State & inter-State buyers. Till date 1.75 Lakh+ farmers, 77000+ traders, 1.9 Lakh+ vehicles (from 23,000+ service providers and 8 major aggregators) have been onboarded on the app.

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